

COUNTY COUNCIL OF BALTIMORE COUNTY, MARYLAND
Legislative Session 2022, Legislative Day No. 17

Resolution No. 44-22

All Councilmembers

By the County Council, October 3, 2022

A RESOLUTION of the Baltimore County Council to approve the renewal of a Cable Franchise Agreement between Baltimore County, Maryland and Comcast of Maryland Limited Partnership (“Comcast”) to construct, operate, and maintain a cable system in Baltimore County.

WHEREAS, Article 25 of the Baltimore County Code authorizes the County Council to grant, modify, and renew a nonexclusive cable franchise to a cable operator to construct, operate, and maintain a cable system in Baltimore County; and

WHEREAS, by Resolution 4-73, supplemented by an agreement dated August 2, 1973, the County Council initially awarded a cable franchise to Calvert Telecommunications Corporation (“Caltec”) to construct, operate, and maintain a cable system in Baltimore County for a term of 15 years; and

WHEREAS, by Resolution 69-81, supplemented by an agreement dated October 5, 1981, the County Council extended Caltec’s cable franchise for an additional term of 10 years; and

WHEREAS, by Resolution 96-83, the County Council approved the change of ownership and transfer of control of Caltec’s cable system to Comcast and approved the transfer of Caltec’s cable franchise to Comcast; and

WHEREAS, by Resolution 96-97, supplemented by an agreement dated December 5, 1997, the County Council renewed Comcast’s cable franchise for an additional term of 15 years; and

WHEREAS, by Resolution 90-04, supplemented by an agreement dated September 20,

2004, the County Council modified and renewed Comcast's cable franchise for an additional term of 5 years, to begin at the end of the renewal term granted by Resolution 96-97; and

WHEREAS, upon the pending expiration of the renewal term granted by Resolution 90-04, Comcast timely invoked the provisions of Section 626 of the Communications Act of 1934, as amended, requesting the renewal of its cable franchise; and

WHEREAS, the County Council of Baltimore County, Maryland held a public hearing on October 11, 2022 regarding the renewal of Comcast's cable franchise; and

WHEREAS, after affording the public notice and opportunity to comment, the County Council determines that the renewal of Comcast's cable franchise serves the public interest; now, therefore

BE IT RESOLVED BY THE COUNTY COUNCIL OF BALTIMORE COUNTY, MARYLAND, that the County Council approves the renewal of the Cable Franchise Agreement between Baltimore County, Maryland and Comcast of Maryland Limited Partnership, attached hereto as Exhibit "A;" and

BE IT FURTHER RESOLVED, that this Resolution shall take effect from the date of its passage by the County Council.

READ AND PASSED this 17th day of OCTOBER, 2022

BY ORDER



Thomas H. Bostwick
Secretary

ITEM: RESOLUTION 44-22

CABLE FRANCHISE AGREEMENT

BY & BETWEEN

BALTIMORE COUNTY, MARYLAND

&

COMCAST OF MARYLAND LIMITED PARTNERSHIP

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CABLE FRANCHISE AGREEMENT

THIS AGREEMENT, made this 17th day of October, 2022, (the “Effective Date”) is by and between Baltimore County, Maryland (the “County”), a body corporate and politic, and a political subdivision of the State of Maryland, and Comcast of Maryland Limited Partnership (“Comcast” or the “Franchisee”), a Maryland limited partnership.

NOW THEREFORE, in consideration of the mutual promises contained herein, and other good and valuable consideration, the receipt and sufficiency of which are hereby acknowledged, the parties agree as follows:

SECTION 1. GENERAL PROVISIONS & DEFINITIONS

1.1. SHORT TITLE: This Agreement may be referred to and cited as the “Franchise Agreement” or “this Agreement.”

1.2. AGREEMENT DURATION AND EFFECT OF ACCEPTANCE: This Agreement shall take effect on October 17, 2022 and shall continue in force for a ten (10) year period, until October 17, 2032 (the “Initial Term”) unless the Agreement is earlier revoked or terminated as provided herein. Upon its effective date, this Agreement shall supersede and replace all prior or contemporaneous agreements, representations, or understandings of the parties regarding the subject matter hereof, including the 1997 Franchise Agreement and the 2004 Modification to the Agreement (collectively, the “Previous Franchise Agreement”). By and through its execution and acceptance of this Agreement, the Franchisee represents warrants and affirms that all provisions of this Agreement are valid and binding upon the Franchisee.

1.3. RESERVED AUTHORITY: The County reserves all of its rights and authority arising from all applicable Federal, State or generally applicable local laws.

1.4. IN-KIND CONTRIBUTIONS & FRANCHISE FEE CHARGE-OFF: The County and the Franchisee recognize that the FCC’s Third Report and Order (the “Order”) approved on August 2, 2019, is in effect as of the Effective Date of this Agreement. To the extent so provided by applicable law, the marginal cost of in-kind cable-related contributions constitute a franchise fee assessed upon the Franchisee and shall be invoiced for payment or deducted from the Franchise Fees paid to the County. Accordingly, the County and the Franchisee agree to the following:

1.4.1. If Franchisee intends to charge for in-kind cable-related contributions, it will give the County one hundred twenty (120) days’ written notice of the commencement of charges. The charges shall be consistent with applicable law – at the time of this writing, defined as the “marginal cost.” Franchisee will disclose in writing the service or item the Franchisee considers an in-kind Cable-related contribution, the amount due, and Franchisee shall provide to the County in writing reasonable detail sufficient to substantiate the marginal cost and the amount due. Charges may include all applicable fees and taxes and shall be subject to adjustment at a time consistent with Franchisee’s retail rate adjustments.

1.4.2. If the Franchisee makes such notification and disclosure to the County as set forth in Section 2.4.1 above, and to the extent any such service or item is an “in-kind cable-related contribution” under the FCC’s Order or any subsequent litigation, the County shall have the option of eliminating any service or item by notifying the Franchisee in writing within 45 days of receiving the notice by the Franchisee. If the County eliminates any such service or item, then any section, subsection, or provision of this Agreement that encompasses or implicates the in-kind cable-related contribution shall be deemed null and void effective from the date of the determination.

1.4.3. In the event of a subsequent change in the FCC’s Order or the FCC’s interpretation of the Order, or in the event of a statutory change or a final judicial decision in which any service or item referenced in this Agreement as an “in-kind cable-related contribution” is determined not to be an “in-kind cable-related contribution,” or does not otherwise permit the

Franchisee to charge-off any such “in-kind cable-related contribution” services or items provided in this Agreement against the Franchise Fee, then the provisions in this Agreement related to such service or item shall be in full force and effect from the date of such determination without the necessity of a written amendment to this Agreement or further negotiation.

1.5. DEFINITIONS: Except as defined below, capitalized terms, phrases, words and their derivations used in this Agreement shall have the meaning given in the Cable Act.

1.5.1. “Abandonment” means the purposeful cessation, by act or failure to act, of the Franchisee, of the provision of Cable Service then being provided over the Cable System to Subscribers or the County for seven (7) or more consecutive days.

1.5.2. “Access Channel” means any video Channel, which Franchisee makes available to the County or its designee for non-commercial public, education, or government (PEG) Access use for the transmission of PEG Access video programming as directed by the County.

1.5.3. “Affiliate” means any Person, or entity, who owns or controls, is owned or controlled by, or is under common ownership or control with the Franchisee, excluding affiliates that are not involved with the use, management, operation, construction, repair and/or maintenance of Comcast’s cable systems including NBC Universal and its subsidiaries.

1.5.4. “Agreement” or “Franchise Agreement” means this Agreement, together with the Appendices and Exhibits attached thereto, and any amendments or written modifications to this Agreement.

1.5.5. “Bad Debt” means amounts lawfully billed to a Subscriber and owed by the Subscriber for Cable Service, but not collected after reasonable efforts have been made by the Franchisee to collect the charges.

1.5.6. “Basic Service Channels” or “Basic Service” or “Basic Service Tier” means the Cable Service Tier which includes, at a minimum, the retransmission of local broadcast television signals carried in fulfillment of the requirements of 47 U.S.C. §§ 534 and 535 and any Public, Educational, and Government Access programming required by the Franchise Agreement to be provided to Subscribers as Basic Service.

1.5.7. “Cable Act” means the Communications Act of 1934 as amended by the Cable Communications Policy Act of 1984, the Cable Television Consumer Protection and Competition Act of 1992, and the Telecommunications Act of 1996, and all additional amendments.

1.5.8. “Cable Administrator” means an employee of the County who oversees the performance of cable providers in Baltimore County and the fulfillment of the terms and conditions within the Franchise Agreement, and advises the County Chief Information Officer and the Council on matters related thereto.

1.5.9. “Cable Mile” means a linear mile of cable strand as measured along a street, Public Right-of-Way, or easement for the purpose of determining the minimum density threshold.

1.5.10. “Cable Ordinance” means the laws or statutes set forth in Article 25, Cable Communications, Baltimore County Code, 2015 as amended, governing the operation of the Cable System under this Agreement.

1.5.11. “Cable Operator” means any Person or groups of Persons or entities, who provide Cable Service over a Cable System and directly or through one or more Affiliates, owns a significant interest in such Cable System or who otherwise control or who hold responsibility for, through any arrangement, the management and operation of such a Cable System.

1.5.12. “Cable Service” or “Service” means:

- A.** the one-way transmission to Subscribers of Video Programming or other programming service, and
- B.** Subscriber interaction, if any, which is required for the selection or use of such Video Programming or other programming service.

1.5.13. “Cable System” or “System” means a Facility consisting of a set of closed transmission paths and associated signal generation, reception, and control equipment that is designed to provide Cable Service which includes Video Programming and which is provided to multiple Subscribers within the Franchise Area, but such term does not include:

- A.** a Facility that serves only to retransmit the television signals of one or more television broadcast stations;
- B.** a Facility that serves subscribers without using any Public Rights-of-Way;
- C.** a Facility of a common carrier which is subject, in whole or in part, to the provisions of Title II of the Communications Act of 1934, approved June 19, 1934 (48 Stat. 1070; 47 U.S.C. § 201 et seq.), as amended, except that such Facility shall be considered a Cable System (other than for purposes of Section 621(c) of the Cable Act (47 U.S.C. § 541(c)) to the extent such Facility is used in the transmission of Video Programming directly to Subscribers, unless the extent of such use is solely to provide interactive on-demand services;
- D.** an open video system that complies with Section 653 of the Cable Act (47 U.S.C. § 573) (or any successor thereto) and the rules promulgated pursuant to that Section; or
- E.** any Facilities of any electric utility used solely for operating its electric utility systems;

1.5.14. Subject to applicable law, the foregoing definition of “Cable System” shall not be deemed to circumscribe the valid authority of any governmental body, including the County, to regulate the activities of any other communications system or provider of communications services.

1.5.15. “Channel” means a portion of the electromagnetic frequency spectrum which is used in a Cable System and which is capable of delivering a television channel (as television channel is defined by the FCC by regulation).

1.5.16. “Commercial Subscriber” means any Subscriber other than a Residential Subscriber.

1.5.17. “Complaint” means a written Subscriber contact with the Franchisee to express a grievance or dissatisfaction concerning Franchisee’s provision of Cable Service that is within Franchisee’s control and requires a corrective measure on the part of Franchisee.

1.5.18. “Converter” means an electronic device that converts transmitted signals to a frequency or format that permits their reception on a television receiver.

1.5.19. “Council” means the County Council of Baltimore County, Maryland.

1.5.20. “County” means the government and locality of Baltimore County, Maryland, and includes the body corporate and politic under the laws of the State of Maryland.

1.5.21. “Customer” means a Subscriber.

1.5.22. “Downstream” means carrying a transmission from the Headend to remote points on the Cable System.

1.5.23. “Drop” means the cable or wire that connects the distribution portion of a Cable System to a Subscriber’s premises.

1.5.24. “Dwelling Unit” means any building or structure, or portion thereof, that has independent living quarters, including provisions for cooking, sanitation, and sleeping, and that is designed for residential occupancy regardless of occupancy status.

1.5.25. “Educational Access Channel” means an Access Channel made available for Non-Commercial use by educational institutions in the County for the purpose of showing programming related to education.

1.5.26. “Facility” or “Facilities” means the component parts of the Cable System, whether owned, rented, leased or otherwise controlled by the Franchisee including but not limited to, conduit, coaxial cable, fiber-optic cable, amplifiers, taps, connectors, power supplies, electronics, towers, antennas, satellite dishes, optronics and all associated hardware located in the Public Rights-of-Way.

1.5.27. “FCC” means the Federal Communications Commission, or successor governmental entity thereto.

1.5.28. “Force Majeure” means an event or events reasonably beyond the ability of the Franchisee to anticipate or control. This includes, but is not limited to, severe or unusual weather conditions, strike, labor disturbance, lockout, war or act of war (whether an actual declaration of war is made or not), insurrection, riot, act of public enemy, fire, flood, pandemics, epidemics, or other act of God, sabotage, action or inaction of any government

instrumentality or public utility including condemnation, public health emergencies and accidents for which the Franchisee is not primarily responsible; or work delays caused by waiting for utility providers to service or monitor utility poles, which Franchisee's Cable System is attached and the unavailability of material and/or qualified labor to perform the work necessary and the replacement thereof would be commercially impracticable.

1.5.29. "Franchise" means this Agreement, which represents the contractual agreement, executed between the County and the Franchisee, containing the specific provisions of the authorization granted.

1.5.30. "Franchise Area" means the unincorporated area within the jurisdictional boundaries of the County during the term of this Franchise.

1.5.31. "Franchisee" means, Comcast of Maryland Limited Partnership, and its lawful and permitted successors, transferees or assigns as authorized consistent with applicable Federal, State, and local law or regulation.

1.5.32. "Government Access Channel" means an Access Channel made available for Non-Commercial use by the County for the purpose of showing governmental programming.

1.5.33. "Gross Revenues" means all revenue calculated in accordance with generally accepted accounting principles (GAAP) derived by the Franchisee from the operation of the Cable System in the Franchise Area to provide Cable Services.

A. This definition shall be construed so as to include all Gross Revenues from Cable Services to the maximum extent permitted by Federal and State law and encompasses Cable Service revenues that may develop in the future, whether or not anticipated. If a change in State or Federal law or a decision of the FCC or a court of competent jurisdiction expands or reduces the categories of Cable Service revenue available to the County for Franchise Fees beyond or less than those permitted under this definition, that change shall be included in the definition of Gross Revenues under this Franchise, no later than sixty (60) days from receiving a written notice from the County. Gross Revenues shall include, but are not limited to, the following:

- i.** Basic Service fees;
- ii.** Fees charged to Subscribers for any Cable Service Tier other than Basic Service
- iii.** Fees charged for premium Cable Services;
- iv.** Fees for video-on-demand Cable Service;
- v.** Fees charged to Subscribers for any optional, per-Channel or per-program Cable Services;
- vi.** Revenue from the provision of any other Cable Services;

- vii.** Charges for installation, additional outlets, relocation, disconnection, reconnection and change-in-service fees related to Cable Service;
- viii.** Fees for changing any level of Cable Service;
- ix.** Fees for service calls related to Cable Service;
- x.** Inside wire maintenance fees related to Cable Service;
- xi.** Service plan protection fees related to Cable Service;
- xii.** Convenience fees related to Cable Service;
- xiii.** Early termination fees related to Cable Service;
- xiv.** Fees for Leased Access Channels;
- xv.** Charges based on the sale or lease of any portion of the Cable System for Cable Service;
- xvi.** Rental or sales of any and all Cable Service equipment, including Converters and remote control devices;
- xvii.** DVR fees;
- xviii.** Any and all advertising revenues attributable to the local Cable System and Cable Services;
- xix.** Revenues or commissions from locally-derived home shopping Channels;
- xx.** Revenue from interactive Cable Services;
- xxi.** Regional sports fees;
- xxii.** Broadcast retransmission fees;
- xxiii.** Billing and collection fees related to Cable Services;
- xxiv.** NSF check charges related to Cable Services;
- xxv.** Franchise Fees;
- xxvi.** Installation, disconnection, reconnection, and change-in-service fees;
- xxvii.** Late fees and administrative fees related to Cable Services;
- xxviii.** Revenues from program guides; and
- xxix.** Revenues from the sale or carriage of other Cable Services;

B. Gross Revenues shall not include:

- i.** Bad Debts written off in the normal course of business provided however, that all or any part of any such actual bad debt that is written off, but subsequently collected, shall be included in the Gross Annual Revenues in the period so collected;
- ii.** Investment income;
- iii.** Refunded deposits;
- iv.** Any taxes on services furnished by the Franchisee and imposed directly upon any Subscriber or user by the County, the State, Federal, or other governmental units.
- v.** Revenue received by any Affiliate or other Person in exchange for supplying goods or services used by Franchisee to provide Cable Service over the Cable System;
- vi.** Refunds, rebates or discounts made to Subscribers or other third parties, such as leased access providers, to the extent such refunds, rebates or discounts represent an actual refund or rebate of or a reduction in the price paid by Subscribers or other third parties;
- vii.** Any revenue of Franchisee or any other Person which is received directly from the sale of merchandise through any Cable Service distributed over the Cable System, except for that portion of such revenue which is paid to Franchisee as a commission or a fee for cablecasting such programming;
- viii.** Any forgone revenue which Franchisee chooses not to receive in exchange for its provision of free or reduced cost cable or other communications services to any Person, including without limitation, employees of Franchisee and public institutions or other institutions; provided, however, that such foregone revenue which Franchisee chooses not to receive in exchange for trades, barter, services or other items of value shall be included in Gross Revenue;
- ix.** Sales of capital assets or sales of surplus equipment;
- x.** Program launch fees;
- xi.** Directory or Internet advertising revenue including, but not limited to, yellow page white page, banner advertisement and electronic publishing;
- xii.** Advertising sales commissions retained by or paid to unaffiliated third parties and not received by or inuring to the benefit of Franchisee (for example, a commission the advertising purchaser owes its agent); and
- xiii.** Revenue classified as non-Cable Service revenue under federal or state law.

1.5.34. “Headend” means the control center/aggregation point of the Cable System, where incoming signals are amplified, converted, processed or combined for transmission to Subscribers. It is the electronic control center of a Cable System. This is the site of the receiving antenna and the signal processing equipment essential to proper functioning of a Cable System.

1.5.35. “High Definition” or “HD” means a video signal delivered in an aspect ratio of 16:9 with a horizontal resolution of at least 1280 pixels and a vertical resolution of at least 720 pixels.

1.5.36. “Information Service” means the definition of Information Service as set forth in Section 3 of the Cable Act, 47 U.S.C. § 153(24).

1.5.37. “Leased Access Channel” means a Channel on the Cable System designated by the Franchisee pursuant to Section 612 of the Cable Act (47 U.S.C. § 532).

1.5.38. “Liability” or “Liabilities” means any and all encumbrances, defects of title, easements, mortgages, security interests or agreements, pledges, liens, charges, damages, expenses, penalties, fines, costs, conditional sales agreements, title retention agreements, claims, assessments, restrictions, liabilities, obligations, debts, commitments, undertakings, taxes, covenants, attorneys’ and other fees and responsibilities of every kind and character, known and unknown, contingent or otherwise, or arising or existing by operation of law, by judicial decree or judgment, by contract or otherwise, including, without limitation, those evidenced by contracts, agreements, memoranda, indentures, mortgages and security agreements and conditional sales and other title retention agreements. “Liability” or “Liabilities” shall also mean any damage or loss to any real or personal property of, or any injury to or death of, any Person or the County.

1.5.39. “Node” means a part of the Cable System that may translate data or other communication between fiber and coaxial in conjunction with signal amplifiers.

1.5.40. “Non-Commercial” means particular products and/or services that are not promoted or sold for commercial gain and that the carriage of programming is not in return for compensation (including programming selected by a third party). The term will not be interpreted to prohibit an Access Channel operator or programmer from soliciting and receiving financial support to produce and transmit Video Programming on an Access Channel, or from acknowledging a contribution, such as those typically utilized by the public broadcasting service system.

1.5.41. “Non-Cable Service” means any service which is distributed over the Cable System, other than a Cable Service.

1.5.42. “Normal Business Hours” means those hours during which most similar businesses in the community are open to serve customers. In all cases, “normal business hours” must include some evening hours at least one night per week and/or some weekend hours.

1.5.43. “Pay-Per-View Service” means programming offered on a per-program or per-event basis for which a separate fee is charged.

1.5.44. “PEG Channel” means a Channel provided by the Franchisee for Public, Educational, or Government Access.

1.5.45. “Person” means any individual, sole proprietorship, partnership, association, or corporation, or any other form of entity or organization.

1.5.46. “Public Access Channel” means an Access Channel made available for Non-Commercial use which is utilized by the public who are residents or businesses of the County, including groups and individuals, that is made available by the County on a non-discriminatory basis.

1.5.47. “Public Building” means any building located in the County which is owned or operated by the County or educational entity, including, but not limited to all career and volunteer fire stations and training buildings or areas, all police stations and training buildings or areas, senior centers, Baltimore County public schools, and Baltimore County public libraries. The term also includes all buildings of the County where the Franchisee provides courtesy Cable Service as of the Effective Date. Public Buildings shall not include buildings at which employees are not regularly stationed.

1.5.48. “Public Right-of-Way” means the surface and the area across, in, over, along, upon and below the surface of the public streets, highway, freeway, land paths, drives, circles, parks docks, bulkheads, wharfs, piers, roads, bridges, sidewalks, lanes, courts, ways, alleys, and boulevards, including public lands and waterways used as Public Rights-of-Way, as the same now or may hereafter exist, which, consistent with the purposes for which it was dedicated, may be used for the purpose of installing and maintaining a Cable System. It also includes any temporary or permanent fixtures or improvements located thereon now or hereafter held by the County in the Franchise Area, which, consistent with the purpose for which it was dedicated, may be utilized for the purpose of installing, operating, repairing, and maintaining the Cable System. Public Right-of-Way also means any easement now or hereafter held by the County within the Franchise Area for the purpose of public travel, or for utility or public service use utilized for compatible uses, and shall include other easements or rights-of-way as shall within their proper use and meaning entitle the County and the Franchisee to the use for the purposes of installing, operating, and maintaining the Franchisee’s Cable System over poles, wires, cables, conductors, ducts, conduits, vaults, manholes, amplifiers, appliances, attachments, and other property as may be ordinarily necessary and pertinent to the Cable System.

1.5.49. “Residential Subscriber” means any Subscriber who receives Cable Service delivered to a Dwelling Unit or multiple Dwelling Units.

1.5.50. “Serviceable” means the portion of the existing Cable System that is capable of delivering Cable Service, and other services, to potential Subscribers as determined by the Franchisee.

1.5.51. “State” means the State of Maryland.

1.5.52. “Subscriber” means any Person who, or which, elects to subscribe to, for any purpose, Cable Service provided by the Franchisee by means of or in connection with the

Cable System and whose premises are physically wired and lawfully activated to receive Cable Service.

1.5.53. “Tier” means a group of Channels for which a periodic subscription fee is charged.

1.5.54. “Transfer” means any transaction in which control of Franchisee is transferred whether by a transfer or a grant of an ownership interest or any other interest in Franchisee, directly or indirectly, from one Person or group of Persons to another Person or group of Persons or the rights held by Franchisee under the Franchise are transferred or assigned to another Person or Group of Persons. However, notwithstanding this section 1.5.54, a Transfer shall not include transfer of an ownership or other interest in Franchisee or the rights held by Franchisee under this Agreement to the parent of Franchisee or to another affiliate of Franchisee, or any action which is the result of a merger of a parent of Franchisee or another Affiliate of Franchisee.

1.5.55. “Two-Way” means that the Headend, cables, hubs, distribution plan, amplifiers and other technical components of the Cable System that have the requisite equipment in place to pass video, audio, voice and/or data signals in both directions simultaneously.

1.5.56. “Unserved” means a Dwelling Unit not currently receiving Cable Service from Franchisee and which requires a Cable System plant extension in order to provide such Cable Service.

1.5.57. “Upstream” means carrying a transmission to the Headend from remote points on the Cable System.

1.5.58. “Video Programming” means programming provided by or generally considered comparable to programming provided by a television broadcast station (as provided in 47 U.S.C. § 522(20)).

SECTION 2. GRANT OF AUTHORITY

2.1. FRANCHISE GRANTED: Subject to the terms and conditions of this Agreement, the County hereby grants the Franchisee the right to own, construct, operate, extend, and maintain the Cable System in the Public Rights-of-Way within the Franchise Area. Nothing in this Agreement shall be construed to prohibit the Franchisee from offering any service over the Cable System that is not prohibited by Federal, State, or local law. The County makes no representation or guarantee that its interest in or right to control any Public Rights-of-Way is sufficient to permit the Franchisee's use, and the Franchisee shall gain only those rights to use that are within the County's power to convey. No privilege or power of eminent domain is bestowed by this grant; nor is such a privilege or power bestowed by this Agreement.

2.1.1. The Franchisee promises and guarantees, as a condition of exercising the privileges granted by this Franchise, that any Affiliate of the Franchisee directly or indirectly involved in the offering of Cable Service in the Franchise Area, or directly involved in the management or operation of the Cable System in the Franchise Area, will also comply with the terms and conditions of this Franchise Agreement.

2.2. FRANCHISE USE OF PUBLIC RIGHTS-OF-WAY: The Franchisee shall have the right to use and occupy County-maintained Public Rights-of-Way for the purposes of installing its wires, cable and associated equipment in or on poles, by direct burial or in underground conduits as necessary for the operation of the Cable System. Notwithstanding this authority, the Franchisee shall obtain the necessary generally applicable County permits for construction involving a disturbance of public streets, sidewalks or thoroughfares and for compliance with all generally applicable County regulations and requirements relative to construction and operation of Facilities in the Public Rights-of-Way. Furthermore, this authority does not extend to County-owned communications conduit, traffic signal poles, and other structures, whether or not installed in the Public Right-of-Way.

2.3. NO IMPLIED RIGHTS SHALL PASS TO FRANCHISEE: This Franchise is intended to convey limited rights and interests only as to those Public Rights-of-Way in which the County has an actual interest. It is not a warranty of title or interest in any Public Right-of-Way; it does not provide the Franchisee with any interest in any particular location within the Public Right-of-Way; and it does not confer rights other than as expressly provided in the grant hereof. It is the obligation of the Franchisee to verify title to any property in which it desires to install its wires, cable and associated equipment.

2.4. FRANCHISE SUBJECT TO FEDERAL, STATE, & LOCAL LAW: This Franchise is granted pursuant to and shall be consistent with Article 25 of the Baltimore County Code, § 10-312 of the Local Government Article of the Maryland Annotated Code, 2015, and the Cable Act, as the same may be amended from time to time. Notwithstanding any provision to the contrary herein, this Franchise is subject to and shall be governed by all applicable provisions of Federal, State and generally applicable local law or any regulations pursuant to those laws.

2.4.1. Conflict of Law: Franchisee is subject to the generally applicable laws, regulations and rules of the County and the non-discriminatory exercise of police power by the County, provided that each of these authorities is consistent with Franchisee's rights under this

Agreement. In the event of a conflict between the Cable Ordinance or other generally applicable law, regulation, and rule of the County and this Agreement, this Agreement shall prevail.

2.5. COUNTY POLICE POWERS: The rights and privileges of the Franchisee, its Affiliates, third party agents, or any designee of the Franchisee are subject to the lawful police powers of the County to exercise its governmental power to its full extent to adopt and enforce laws, ordinances, regulations, or resolutions, including, by way of example, and not to the exclusion of others: those necessary for the safety, health, and welfare of the public; applicable zoning, building, permitting and safety ordinances and regulations; standards for Public Rights-of-Way, Telecommunications, utility service, and consumer protection; and any emergency action to address existing dangers to health, safety, property of the public, or any exercise of the County's police power mandated by law.

2.5.1. The County shall have the right to adopt, from time to time, such ordinances and resolutions as may be deemed necessary in the exercise of its police power. Franchise is subject to the non-discriminatory exercise of police power by the County, provided that each of these authorities is consistent with Franchisee's rights under this Agreement. If the reasonable and lawful exercise of the County's police power results in any material alteration of the terms and conditions of this Agreement, then the parties shall modify this Agreement or take other appropriate action to the mutual satisfaction of both parties to ameliorate the negative effects on Franchisee of the material alteration.

2.6. NO WAIVER: The failure of the County on one or more occasions to exercise a right or to require compliance or performance under this Agreement, the Franchise it grants, or any Federal, State, or local law, shall not be deemed to constitute a waiver of such right or a waiver of compliance or performance by the County, nor to excuse the Franchisee from complying or performing, unless the County has specifically and expressly waived, in writing, such right or such compliance or performance.

2.6.1. The failure of the Franchisee on one or more occasions to exercise a right or to require compliance or performance under this Agreement, the Franchise it grants, or any Federal, State, or local law, shall not be deemed to constitute a waiver of such right or a waiver of compliance or performance by the Franchisee, nor to excuse the County from complying or performing, unless the Franchisee has specifically and expressly waived in writing, such right or such compliance or performance.

2.6.2. Neither this Franchise nor any action by the County hereunder shall constitute a waiver of or a bar to the exercise of any police right or power of the County.

2.7. FRANCHISE NOT EXCLUSIVE: This Franchise shall be nonexclusive, and subject to all prior rights, interests, easements or licenses granted by the County to any Person to use any property, Public Right-of-Way, right, interest or license for any purpose whatsoever, including the right of the County to use the same for any purpose it deems fit, including the same or similar purposes allowed the Franchisee hereunder. This Franchise does not establish any priority for the use of the Public Rights-of-Way by the Franchisee or by any present or future franchisees or other permit holders.

2.8. COMPETITIVE EQUITY: The County has the authority to grant franchises, or similar authorizations, that allow entities to construct and operate Facilities in the Public Rights-of-Way that may be used to provide similar wired video services to County residences and/or businesses that compete with the Franchisee's services. The Franchisee acknowledges that it is not entitled to any modification of this Agreement based on franchises that are now in effect in the County.

2.8.1. Competitive Equity Modifications: Consistent with the County's desires to encourage competitive Cable Service in the Franchise Area, if the County grants another franchise, or other authorization to provide wired video services, that results in an advantageous difference to the material terms and conditions of this Franchise Agreement, the Franchisee may, after execution of such other franchise or other authorization, send written request to the County to modify this Agreement. Such request shall state with specificity what material sections of the other authorization it identifies as different and shall show how such are advantageous as compared to this Agreement. Upon receipt of such request, the County shall enter into good faith negotiations with the Franchisee to modify this Franchise Agreement to the mutual satisfaction of both parties to provide Franchisee with competitive equity, to the extent practicable. The County and the Franchisee recognize and acknowledge that other cable franchises, or other authorizations, granted by the County might contain provisions and conditions that are different than the provisions and conditions that the Franchisee has negotiated and accepted in this Agreement. Nothing in this Agreement shall be construed so as to require identical provisions and conditions in other cable franchises, or authorizations, granted by the County.

2.8.2. In the event an application for a franchise, or other authorization to provide similar wireline video services, is filed with the County proposing to serve the Franchise Area, in whole or in part, the County shall serve or require to be served a copy of such application upon the Franchisee by registered or certified mail or via nationally recognized overnight courier service not later than sixty (60) days before the County Council conducts a public hearing on the application.

2.9. TRANSFER: No Transfer, assignment, or sale of the rights granted hereunder, including, without limitation, rights to utilize the Cable System property installed in or along the County's property, shall occur without the approval of the County which approval shall not be unreasonably withheld. No prior notice or approval shall be required, however, for: (i) a transfer in trust, by mortgage, hypothecation, or by assignment of any rights, title, or interest of the Franchisee in the franchise or in the Cable System in order to secure indebtedness, (ii) a transfer to an entity directly or indirectly owned or controlled by Comcast Corporation, or (iii) the sale, conveyance, transfer, exchange or release of fifty percent (50%) or less of its equitable ownership. The Franchisee is not required to seek separate County approval for a lease or use of a portion of the Cable System property, provided that no such lease or use is for the purpose of evading the payment of the franchise fee otherwise due hereunder.

SECTION 3. FRANCHISE FEE

3.1. FRANCHISE FEE IMPOSED: Franchisee shall pay to the County a Franchise Fee of five percent (5%) of Gross Revenues, payable as specified in this Agreement.

3.1.1. How Paid: Franchise Fee payments shall be made no later than thirty (30) days following the end of each calendar quarter. If the Franchisee is unable to compute the Franchise Fee payment within that period, the Franchisee shall make an estimated Franchise Fee payment based on the payment for the previous quarter. Estimated payments must be "trued up" within thirty (30) days after the date of the estimated payment. If any Franchise Fee payment, including any estimated Franchise Fee payment, due and owing is not made on or before the required date, the Franchisee shall pay interest charges computed from such due date, as provided for in this Agreement.

3.1.2. Records: The Franchisee shall be responsible for providing to the County all records necessary to confirm the accurate payment of Franchise Fees. Such records shall comply with the provisions of, and be maintained for the period of time set forth in, §10 and be made available pursuant to the requirements of this Agreement.

3.2. NO LIMITATION ON TAXING AUTHORITY: Nothing in this Agreement shall be construed to limit any authority of the County to impose any lawful tax, fee, or assessment of general applicability. The Franchise Fee payments required by this Section shall be in addition to any and all lawful taxes of a general nature or other fees or charges which the Franchisee shall be required to pay to the County or to any Federal or State agency or authority, as required herein or by other law, all of which shall be separate and distinct obligations of the Franchisee.

3.3. SUBSCRIBER BILLING: The Franchisee may designate the Franchise Fee(s) as a separate item in any bill to a Subscriber of Franchisee's Cable System, but Franchisee may not designate the Franchise Fee as a tax in any communication to a Subscriber.

3.4. BUNDLED SERVICES: In the event that the Franchisee or any Affiliate bundles, ties, or combines Cable Services (which are subject to the Franchise Fee) with Non-Cable Services (which are not subject to the Franchise Fee), so that Subscribers pay a single fee for more than one class of service or receive a discount on Cable Services, or where any multi-service fees are assessed and not directly attributable to a particular line of business, such as late fees, such revenue shall be allocated to Cable Service and Non-Cable Service in accordance with generally accepted accounting principles (GAAP). It is understood that in some cases equipment and other non-service charges may be allocated at full retail price due to requirements related to sales taxes or similar tax requirements. To the extent such allocations are discretionary or otherwise not addressed by GAAP, the Franchisee agrees that it will not allocate such revenue for the purpose of evading the Franchise Fee payments applicable to Cable Service under this Agreement.

SECTION 4. PROVISION OF CABLE SERVICE

4.1. PROVISION OF CABLE SERVICE REQUIRED: Subject to the provisions in Subsections 4.2 through 4.4, the Franchisee shall make Cable Service available to all occupied residential Dwelling Units in the Franchise Area. The Franchisee may make Cable Service available to businesses and Commercial Subscribers in the Franchise Area at its discretion.

4.2. TIMELY PERFORMANCE: The Franchisee shall not be excused from the timely performance of its obligation, except for the following occurrences:

4.2.1. for periods of Force Majeure;

4.2.2. for periods of delay caused by the County;

4.2.3. for periods of delay resulting from the Franchisee's inability to obtain authority to access Public Rights-of-Way in the Franchise Area; or

4.2.4. unlawful action or inaction of any government entity including condemnation or the failure to issue any necessary permits, action or inaction of any public utility, accidents for which the Franchisee is not responsible, work delays because utility providers denied or delayed the Franchisee access to utility poles to which the Franchisee's Cable System is attached, and unavailability of materials and/or qualified labor to perform the work necessary.

4.3. PERMITTED SERVICE REFUSAL: The Franchisee may refuse to provide Cable Service:

4.3.1. in developments or buildings that are subject to exclusive arrangements with other providers or that Franchisee cannot access under reasonable terms and conditions after good faith negotiations;

4.3.2. when it is unable pursuant to normal industry practice to obtain necessary real property or other physical access rights;

4.3.3. in developments or buildings that the Franchisee is unable to provide Cable Service for technical reasons or which require non-standard Facilities which are not available on a commercially reasonable basis;

4.3.4. for good cause, including but not limited to vandalism of equipment, documented or founded harassment or abuse of Franchisee's employees or agents, or when its prior service, payment or theft of service history with a Person has been unfavorable; or

4.3.5. in areas where the occupied residential Dwelling Unit density does not meet the density and other requirements set forth in §4.4.

4.4. DENSITY REQUIREMENTS:

4.4.1. Density: Upon request, Franchisee shall make Cable Services available to occupied residential Dwelling Units, including occupied residential multiple Dwelling Units, in areas

of the Franchise Area where the average density is equal to or greater than twenty (20) occupied residential Dwelling Units per Cable Mile, as measured in strand footage from the nearest Serviceable point on the active Cable System trunk or feeder line. Dwelling Units shall count towards the twenty (20) units per Cable Mile density requirement from where the Dwelling Unit's route of vehicular, or wireline utility, ingress or egress contacts the Public Right-of-Way or other suitable agreed path. For purposes of this Section, a home shall only be counted as a Dwelling Unit if such home is Unserved and within three hundred (300) feet drop distance of the Franchisee's distribution cable in the Public Right-of-Way, as measured from where the Dwelling Unit's route of vehicular or wireline utility ingress or egress contacts the Public Right-of-Way or alternative drop starting point, at Franchisee's sole discretion, if such starting point would decrease the number of drop feet or actual drop cost, or if such home qualifies under §4.4.1.A below.

A. Homes in excess of three hundred (300) feet drop distance, as determined under §4.4.1, shall be counted as a Dwelling Unit if such homeowner pays the incremental cost required to reach such dwelling unit beyond the three hundred (300) foot drop distance. Franchisee shall not be responsible for contacting Dwelling Unit residents to determine their willingness to pay. Payment shall be collected only after the density requirement under §4.4.1 has been met. The Franchisee may require such cost to be paid in advance of beginning any project.

B. Should an area within the Franchise Area meet the density requirement, the Franchisee shall provide Cable Service upon request to such area within one hundred twenty (120) days of confirming that the density requirement has been met and receiving all necessary easements, permits, pole licenses, required authorizations, pole make ready work, and any advance payments required under §4.4.1.A.

4.4.2. Low Density: In areas that do not meet the density requirement set out in §4.4.1, upon request, Franchisee shall make Cable Service available to occupied residential Dwelling Units, including occupied residential multiple Dwelling Units, in areas of the Franchise Area where at least fifteen (15) residential Dwelling Units per Cable Mile, as measured in strand footage from the nearest Serviceable point on the active Cable System trunk or feeder line, agree in writing to subscribe to Cable Service for at least one (1) year. Dwelling Units shall count towards the fifteen (15) residential Dwelling Units per Cable Mile density requirement from where the Dwelling Unit's route of vehicular, or wireline utility, ingress or egress contacts the Public Right-of-Way or other suitable agreed path. Homes in excess of three hundred (300) feet drop distance, as determined under §4.4.1, shall be counted as a Dwelling Unit only if such homeowner pays the incremental cost required to reach such dwelling unit beyond the three hundred (300) foot drop distance. Payment shall be collected only after the density requirement under §4.4.2 has been met. The Franchisee may require such cost to be paid in advance of beginning any project.

A. Should an area within the Franchise Area meet the density requirement, the Franchisee shall provide Cable Service upon request to such area within one hundred twenty (120) days of confirming that the density requirement has been met and receiving all necessary easements, permits, pole licenses, required authorizations, pole make ready work, and any advance payments required under §4.4.2.

4.4.3. Cost Sharing: The Cable System shall be further extended to areas in the County that do not meet the requirements of §4.4.1 above upon the request of the County for such area and based upon the following:

A. The cost of extending the Cable System to serve any such area shall be calculated by (i) dividing the actual capital cost of extending the Cable to pass each Unserved, occupied residential Dwelling Unit requesting service, as measured in Cable Mile from the nearest Serviceable point on the active Cable System trunk or feeder line to where the Dwelling Unit's route of vehicular, or wireline utility, ingress or egress contacts the Public Right-of-Way, or other alternative drop starting point, at Franchisee's sole discretion, if such starting point would decrease the number of drop feet or actual drop cost, along the Franchisee's distribution cable of the furthest requesting Dwelling Unit, by the number of Unserved occupied residential Dwelling Units requesting Cable Service in such area, and (ii) subtracting Franchisee's average cost of extending Cable Service to Unserved occupied residential Dwelling Units that meet the density requirement specified in §4.4.1 above. The resulting cost shall equal the per Dwelling Unit contribution to be paid by each residential Dwelling Unit owner requesting extension of Cable Service. The Franchisee may require that the per Dwelling Unit contribution be paid in advance of construction. The Franchisee shall not be obligated to proceed with any cost estimate older than ninety (90) days.

B. The applicable formula shall be:

$$SC = \frac{C}{LE} - \frac{CA}{P}$$

Where:

C = the actual cost of construction of new plant as measured in strand footage from the nearest Serviceable point on the active Cable System distribution line;

LE = the number of Unserved occupied residential Dwelling Units requesting Cable Service in the proposed line extension area, who subsequently pay a contribution in aid of construction;

CA = the average cost of construction per Cable Mile, or other comparable distance as set forth in §4.4.7, in the Franchise Area;

P = the density requirement as set forth in §4.4.1 of this Agreement; and

SC = the per Unserved residential Dwelling Unit contribution in aid of construction in the proposed line extension area, to be paid by the residential Dwelling Unit owner requesting service.

4.4.4. If the County's Cable Administrator requests, in writing, a survey or estimate of the cost of line extension to a location pursuant to this Section, the Franchisee shall provide a survey or estimate within sixty (60) days from the date of request. Based on the location requesting service, surveys or estimates may be completed by desktop, walkout, or other means, at Franchisee's discretion. The County may request additional information reasonably related to any such survey or estimate, including average cost of construction calculations or area maps showing the extension route and service endpoints. Information

related to average cost of construction calculations shall be limited to total costs of projects and total miles built. Franchisee shall mark as confidential any responsive and/or supporting materials and documents the Franchisee reasonably believes to be confidential to the extent permitted by law. Materials and documents marked as confidential shall be treated as such under §10.1.5 of this Agreement. Notwithstanding the confidentiality provisions of this Subsection, nothing prohibits the County's Cable Administrator from discussing information provided under this Subsection with potential subscribers about their buildout options in the normal course of business. The Franchisee may designate an individual or location for receiving survey and estimate requests.

4.4.5. Within thirty (30) days of receiving a written request, the Franchisee shall provide the necessary technical specifications required to be met for a Dwelling Unit owner seeking to dig the trench and/or install appropriate conduit, consistent with the technical specifications of the Franchisee. If the Dwelling Unit owner elects to conduct trenching and/or install appropriate conduit at the owner's expense, the Franchisee's cost estimate shall be modified to take into account any cost savings or increases that may result. The Franchisee shall not be responsible for the maintenance, repair, or replacement of such conduit. The Subscriber shall retain ownership of such conduit.

4.4.6. Subject to the density requirement in this §4.4, Franchisee shall offer Cable Service to all new homes or previously unserved homes located within three hundred (300) feet drop distance of the Franchisee's distribution cable, as determined under §4.4.1, at its standard installation rate.

4.4.7. Upon written request, the Franchisee shall extend Cable Service to Unserved occupied residential Dwelling Units located along a private road as if such Dwelling Units were located along a Public Right-of-Way under §4.4.1, and each such extension along a Private Road shall be subject to all the terms of this Agreement, as if it were an extension along the Public Right-of-Way. In response to any request for Cable Service on a Private Road, the line extension period set forth in this Agreement shall not commence with respect to any specific Dwelling Unit until the County has provided the Franchisee with a recorded deed of easement or other suitable access right that is both permanent and without cost to the Franchisee for the placement of the Franchisee's plant and equipment along every portion of the proposed Private Road route necessary to reach the Unserved occupied residential Dwelling Unit in question. For purposes of this Section, "Private Road" means any privately-held easement or other non-Public Right-of-Way used for vehicular traffic that intersects with any Public Right-of-Way or with another easement or right-of-way that is used for vehicular traffic and intersects with the Public Right-of-Way.

A. For purposes of this Subsection, in identifying whether a home shall be counted as a Dwelling Unit under §4.4.7, the three hundred (300) feet drop distance shall be measured from of the Franchisee's distribution cable along the private road where the Dwelling Unit's route of vehicular or wireline utility ingress or egress contacts the Private Road to the point of cable drop ingress at the home, solely from that home to the Private Road, or another drop starting point, at Franchisee's sole discretion, if such starting point would decrease the number of drop feet or actual drop cost.

4.4.8. The location of Cable System facility installations, including but not limited to taps, drops, drop routes, distribution cable, and line extension routes, pursuant to this Section 5, shall be at the sole discretion of the Franchisee.

4.4.9. A given line extension route shall meet the requirements of this Section if it averages twenty (20) Unserved occupied residential Dwelling Units per Cable Mile, in accordance with the requirements of §4.4.1, regardless of the total distance or the distribution of the Unserved occupied residential Dwelling Units along that distance.

4.4.10. This §4.4 satisfies all requirements of Article 25-3-103(d) of the Baltimore County Code, as amended from time to time, or subsequent County Code provision dealing with the subject matter herein. All ordinances or codes, or parts of ordinances or codes, dealing with the subject matter herein, that are in conflict with or otherwise impose obligations different from the provisions of this §4.4 are superseded by §4.4.

SECTION 5. SYSTEM OPERATION

5.1. CABLE SYSTEM TESTS AND INSPECTIONS: The Franchisee shall perform all applicable tests necessary to demonstrate compliance with the requirements of this Agreement, and to ensure that the Cable System components are operating as required. All tests shall be conducted in accordance with applicable FCC rules, and any accepted industry procedures.

5.1.1. The Franchisee shall conduct tests as follows:

- A.** Tests on the Cable System as required by applicable FCC rules; and
- B.** As requested by the County, upon a showing of a pattern of unresolved Subscriber Complaints regarding signal quality, applicable tests to show compliance with applicable FCC standards as needed.

5.1.2. Upon written request, the Franchisee shall provide the County with copies of written reports on all tests performed pursuant to §5.1.1.B.

5.1.3. If any test indicates that any part or component of the Cable System fails to meet applicable FCC requirements, the Franchisee, without requirement of additional notice or request from the County, shall take corrective action and retest the locations.

5.1.4. Upon sixty (60) days' written request to Franchisee, the County may inspect the Cable System during Normal Business Hours to ensure compliance with this Agreement and applicable law, including to ensure that the Cable System is constructed and maintained in a safe condition. The County reserves the right, upon at least sixty (60) days' written notice to Franchisee, to conduct a technical audit of the Cable System.

- A.** The Franchisee shall be present for all inspections or technical audits of the Cable System.

5.1.5. The County may, for good cause shown, waive or limit the system test and inspection provisions in this Section.

SECTION 6. SYSTEM FACILITIES

6.1. SYSTEM CHARACTERISTICS: The Franchisee's Cable System shall meet or exceed the following requirements:

6.1.1. The System shall remain at least equivalent to the existing 860 MHz passband.

6.1.2. The System shall be designed to be an active Two-Way plant for Subscriber interaction, if any, required for selection or use of Cable Service.

6.1.3. The System shall have a modern design when built, utilizing an architecture that will permit additional improvements necessary for high quality and reliable service throughout the term of this Agreement.

6.1.4. The System shall have protection against outages due to power failures, so that back-up power is available at a minimum: for twenty-four (24) hours at each Headend and at all Hubs; and for no less than two (2) hours at each power supply site other than Headend and Hubs.

6.1.5. The Franchisee will conduct ongoing monitoring of power supplies.

6.1.6. The System shall be comprised of Facilities and equipment of good and durable quality, generally used in high quality, reliable Systems of similar design.

6.1.7. The System shall have personnel and equipment sufficient to cure violations of any applicable FCC technical standards and to ensure that the Cable System remains in compliance with the standards specified in this Agreement and in Federal, State, or local law.

6.1.8. The System shall have personnel and equipment as necessary to maintain, operate, and evaluate the Cable System to comply with any applicable FCC technical standards, as such standards may be amended from time to time.

6.1.9. All Facilities and equipment shall be designed to be capable of continuous twenty-four (24) hour daily operation in accordance with applicable FCC standards, except as caused by a Force Majeure event.

6.1.10. All Facilities and equipment shall be designed, built, and operated in such a manner as to comply with all applicable FCC requirements regarding (a) consumer electronic equipment and (b) interference with the reception of off-the air signals by a Subscriber.

6.1.11. All Facilities and equipment shall be designed, built and operated in such a manner as to protect the safety of the Cable System workers and the public.

6.1.12. The System shall have sufficient trucks, tools, testing equipment, monitoring devices and other equipment and trained and skilled personnel required to enable the Franchisee to substantially comply with applicable law, including applicable customer service standards and including requirements for responding to System outages.

6.1.13. The System shall have equipment, and qualified technical personnel available as required to properly test the Cable System and conduct an ongoing and active program of preventive maintenance and quality control and to be able to quickly respond to Subscriber Complaints and resolve System problems.

6.1.14. If applicable, antenna supporting structures (i.e., towers) and all wireless Facilities that are part of the Cable System designed in accordance with all applicable State and local building codes, as amended, and shall be painted, lighted, erected and maintained in accordance with all applicable rules and regulations of the Federal Aviation Administration, the FCC, and all other applicable codes and regulations.

6.1.15. Facilities and equipment at the Headend shall allow the Franchisee to transmit or cablecast signals in substantially the same form received, without substantial alteration or deterioration. For example, the Headend should include equipment that will transmit color video signals received at the Headend in color, stereo audio signals received at the Headend in stereo, and a signal received with a secondary audio track with both audio tracks. Similarly, all properly formatted closed-captioned programming retransmitted over the Cable System shall include the closed-captioned signal in a manner that renders that signal available to Subscriber equipment used to decode the captioning. Notwithstanding the requirements herein, the delivery of programming in High-Definition and successor formats is at the discretion of the Franchisee regardless of the format received.

6.1.16. The Franchisee shall provide adequate security provisions in its Subscriber site equipment to permit parental control over the use of Cable Services on the System. Such equipment will at a minimum offer as an option that a Person ordering programming must provide a personal identification number or other means provided by the Franchisee only to a Subscriber, provided, however, that the Franchisee shall bear no responsibility for the exercise of parental controls and shall incur no Liability for any Subscriber's or viewer's exercise or failure to exercise such controls.

6.1.17. The System shall conform to or exceed all applicable FCC technical performance standards, as amended from time to time, and any other future applicable technical performance standards, and shall substantially conform in all material respects to applicable sections of the following standards and regulations to the extent such standards and regulations remain in effect and are consistent with accepted industry procedures:

- A.** Occupational Safety and Health Administration (OSHA) Safety and Health Standards;
- B.** National Electrical Code;
- C.** National Electrical Safety Code (NESC);
- D.** Obstruction Marking and Lighting, AC 70/7460 i.e., Federal Aviation Administration;
- E.** Constructing, Marking and Lighting of Antenna Structures, Federal Communications Commission Rules, Part 17; and

F. The Building Code of Baltimore County, as amended from time to time.

6.2. STATUS MONITORING: Status monitoring capability shall be a feature of the electronics at the Customer premises in the Cable System and of the backup power in the Cable System.

6.3. EMERGENCY ALERT SYSTEM: The Franchisee shall install and thereafter maintain an Emergency Alert System ("EAS"). This EAS shall at all times be operated in compliance with FCC requirements in order that emergency messages may be distributed over the System. In the event of a Federal, State, or local civil emergency, the EAS shall be activated by equipment or other acceptable means and Franchisee will override the audio and video on all Channels to display the alert. Franchisee will receive alerts from the designated Local Primary Sources as assigned by the State EAS Plan to serve the Baltimore County Operational Area. This EAS system and the requirements and costs therewith are required by the FCC and not the County and as such shall not be considered cable-related or an in-kind contribution.

6.4. UNIFORM CAPABILITIES: Franchisee shall not discriminate or permit discrimination between or among any Persons in the availability of Cable Services provided in the Franchise Area; provided, however, Franchisee reserves the right to deny service for good cause, including but not limited to non-payment or theft of service, vandalism of equipment, or documented or founded harassment or abuse of Franchisee's employees or agents. It shall be the right of all Persons to receive all available services provided on the Cable System so long as such Person's financial or other obligations to the Franchisee are satisfied. Nothing contained herein shall prohibit the Franchisee from offering bulk discounts, promotional discounts, package discounts, or other such pricing strategies as part of its customary business practice. The Franchisee's System shall have the same activated capabilities throughout the Franchise Area.

SECTION 7. USE OF PUBLIC RIGHTS-OF-WAY

7.1. COMPLIANCE WITH APPLICABLE LAW: The Franchisee shall comply in all respects with all applicable safety codes; the requirements of other utilities whose poles and conduits it uses; and all applicable Federal, State, and generally applicable local laws, including, without limitation, local zoning and construction codes and laws.

7.2. NO WAIVER OF OTHER PERMITS OR AUTHORIZATIONS: Nothing in this Agreement shall be construed as a waiver of any laws, regulations or rules of the County or of the County's right to require the Franchisee to secure the appropriate permits or authorizations for such use, provided that the fees and charges imposed upon the Franchisee for any such permit or authorization shall be lawful and shall be the standard fees or charges generally applicable for such permits or authorizations. Notwithstanding the requirements herein, Franchisee shall not be required to obtain a permit for individual drop connections to Subscribers, servicing or installing pedestals or other similar facilities, or other instances of routine maintenance or repair to its Cable System.

7.3. NO BURDEN ON PUBLIC RIGHTS-OF-WAY: The Franchisee shall not erect, install, construct, operate, repair, replace or maintain its Cable System in such a fashion as to unduly burden the present or future use of the Public Rights-of-Way or unreasonably interfere with the rights or reasonable convenience of property owners who adjoin the Public Right-of-Way. If the County in its reasonable judgment determines that any portion of the Cable System imposes an undue burden on the Public Rights-of-Way, the Franchisee, upon reasonable request, shall modify its Cable System or take such other actions as the County may determine are in the public interest to remove or alleviate the burden, at the Franchisee's expense.

7.4. RESTORATION OF PROPERTY: The Franchisee shall promptly restore, at its sole cost and expense, any portion of the Public Rights-of-Way or private property that is in any way disturbed by the construction, operation, maintenance or removal of the Cable System to a condition reasonably comparable to the condition of such property that which existed prior to the disturbance, and shall, at its sole cost and expense, restore and replace any other property, real or personal, disturbed, damaged or in any way injured by or on account of the Franchisee or by its acts or omissions, to a condition reasonably comparable to the condition of such property was in immediately prior to the disturbance, damage or injury. Such a restoration shall start promptly but no more than thirty (30) days from the date the work causing the disturbance is completed or that the Franchisee becomes aware of the problem in question, whichever is later. All requirements of this Subsection shall apply to any Affiliate, third party agent, independent contractor, or any other Person conducting such work on behalf of or for the benefit of the Franchisee. In the event of a failure by the Franchisee to complete any work required for the protection or restoration of the Public Rights-of-Way within the time specified by and to the reasonable satisfaction of the County, the County, following notice and an opportunity to cure, may cause such work to be done, and the Franchisee shall reimburse the County the cost thereof within forty-five (45) days after receipt of an itemized list of such costs; or the County may recover such reasonable costs from the Performance Sureties set forth in §12 provided by the Franchisee.

7.5. TREE TRIMMING: The Franchisee shall have the authority to trim trees and other natural vegetative growth encroaching or overhanging any of its Cable System in the Franchise Area so as to prevent contact with Franchisee's wires, cables, or other equipment. All such trimming shall be done at the Franchisee's sole cost and expense. The Franchisee shall be responsible for any collateral, real property damages caused by such trimming. Except in emergency situations, no trimming shall be performed in the Public Rights-of-Way without notice to the County. Trimming shall conform to all generally applicable local, Federal, State laws.

7.6. RELOCATION OF FACILITIES: The Franchisee shall, at its own cost and expense, protect, support, disconnect or remove from the Public Rights-of-Way any portion of the Cable System when required to do so by the County due to street or other public excavation, construction, repair, grading, regrading or traffic conditions; the installation or repair of sewers, drains, water pipes, or public infrastructure of any kind; or the vacation, construction or relocation of streets or any other type of structure or improvement of a public agency or any other type of improvement necessary for the public health, safety or welfare. If public grant funds and/or other public funds are available to any other user of the Public Right-of-Way for the purpose of defraying the cost of any of the foregoing, the County shall receive any application or request for such public grant funds and/or other public funds by the Franchisee and shall give due consideration of the application or request in the same manner as all other applicants. In the event that funds are not available, Franchisee reserves the right to pass its costs through to its Subscribers in accordance with applicable law.

7.7. TEMPORARY RELOCATION: Upon thirty (30) business days' notice, the Franchisee shall temporarily raise or lower its wires or other equipment upon the request of any Person holding a building moving permit issued by the County. The Franchisee may charge a reasonable rate for this service and such charge may be required to be paid in advance of the movement of Franchisee's wires.

7.8. PRIVATE PROPERTY: The Franchisee shall be subject to all laws and regulations regarding private property in the course of constructing, installing, operating or maintaining the Cable System in the Franchise Area. The Franchisee shall comply with all zoning and land use restrictions of the County as may hereafter exist or may hereafter be amended.

7.9. UNDERGROUND FACILITIES: In those parts of the Franchise Area where transmission or distribution facilities of all utility companies are underground or hereafter may be placed underground, the Franchisee shall likewise construct, operate and maintain all of its transmission and distribution Facilities underground, provided that such underground locations are actually capable of accommodating the Franchisee's cable and other equipment without technical degradation of the Cable System's signal quality. Where the transmission or distribution facilities of the utility companies are both aerial and underground, the Franchisee shall have the discretion to construct, operate, and maintain all of its transmission and distribution facilities, or any part thereof, aerially or underground. Nothing in this Agreement shall be construed to require the Franchisee to construct, operate, or maintain underground any ground-mounted appurtenances such as customer taps, line extenders, system passive devices, amplifiers, power supplies, pedestals, or other related equipment.

7.9.1. In those portions of the Franchise Area where the utility Facilities are above ground at the time of installation of the Cable System and all are subsequently placed underground by the utility companies or are required to be placed underground, the Franchisee shall likewise place its Facilities underground within one hundred twenty (120) days of written notice thereof by the County, at the Franchisee's sole cost and expense, provided that such underground locations are actually capable of accommodating the Franchisee's cable and other equipment without technical degradation of the Cable System's signal quality. Nothing in this Agreement shall be construed to require the Franchisee to construct, operate, or maintain underground any ground-mounted appurtenances such as customer taps, line extenders, system passive devices, amplifiers, power supplies, pedestals, or other related equipment. Franchisee shall be given reasonable notice and access to the public utilities' facilities at the time that such are placed underground and may apply for public grant funds and/or other public funds if available, and shall be given due consideration for any application or request for such public grant funds and/or other public funds in the same manner as all other applicants for reimbursement of its relocation costs from public funds or private funds raised for the project and made available to other users of the Public Right-of-Way. In the event that public and/or private funds are not available or do not cover the entire direct and actual cost of the relocation, Franchisee reserves the right to pass its costs, or in the case of partial reimbursement from public and/or private funds its incremental cost, through to its Subscribers in accordance with applicable law.

7.10. NEW DEVELOPMENTS: The County shall provide the Franchisee with written notice of the issuance of building or development permits for planned developments within the Franchise Area requiring undergrounding of cable facilities. The County agrees to require the developer, as a condition of issuing the permit, to give the Franchisee access to open trenches for deployment of cable facilities and at least fifteen (15) business days written notice of the date of availability of open trenches.

7.11. JOINT TRENCHING: The Franchisee shall endeavor to limit the cutting of streets, sidewalks and other Public Rights-of-Way through joint trenching. The Franchisee shall contact the County prior to any street cuts or disturbance of a sidewalk to determine if utilities or Telecommunications companies or other Cable Operators are scheduled to cut the same street or disturb the same sidewalk. A permit application, when applicable, will satisfy this requirement. Upon notice from the County of other like plans to disturb the Public Right-of-Way, the Franchisee shall contact the other users and, where practicable, plan for joint trenching.

7.12. VACATION: If a street or Public Right-of-Way where the Franchisee has Facilities is vacated, eliminated, discontinued or closed, after notification to the Franchisee of same, all rights of the Franchisee under this Agreement to use the street or Public Right-of-Way shall terminate and the Franchisee shall immediately remove the Cable System from such street or Public Right-of-Way unless the Franchisee obtains all necessary easements from the affected property owners to use the former street or Public Right-of-Way or a court orders the provision of such easements. Where reasonably possible and to the extent consistent with the treatment of other utility Facilities in the former street or Public Right-of-Way, the County shall reserve easements for Franchisee to continue to use the former street or Public Right-of-Way. The Franchisee shall bear the cost of any removal or relocation of the Cable System unless the vacation is primarily for the benefit of a private party, in which case the private party shall bear such costs. The

Franchisee shall be provided ninety (90) days' written notice of any proposed vacation proceedings involving its Cable System Facilities. If public funds are available to any other user of the Public Right-of-Way for the purpose of defraying the cost of any of the foregoing, the County shall notify Franchisee of such funding and make available such funds to the Franchisee within a reasonable timeframe. In the event that funds are not available, Franchisee reserves the right to pass its costs through to its Subscribers in accordance with applicable law.

7.13. DISCONTINUANCE AND REMOVAL OF THE CABLE SYSTEM: Upon the revocation or termination of this Agreement, the County may, in its sole discretion, require the Franchisee to remove its Cable System, including all supporting structures, poles, transmission and distribution system and other appurtenances, fixtures or property from the Public Rights-of-Way, in, over, under, along, or through which they are installed, at the Franchisee's expense, within six (6) months of the revocation or termination of this Agreement; or the County may permit the Franchisee to abandon such Facilities in place.

7.13.1. Upon removal of Franchisee's Cable System, the County also may require the Franchisee to restore promptly any property, public or private, to a condition reasonably comparable to that which existed prior to the removal of its Cable System, including any improvements made to such property, including, but not limited to, the Public Rights-of-Way, in accordance with all applicable laws, ordinances and regulations, at the Franchisee's sole expense.

7.13.2. If such removal and restoration is not completed within twelve (12) months after the Franchisee is so directed by the County, all of the Franchisee's property remaining in the affected Public Rights-of-Way shall at the option of the County, be deemed abandoned and shall, at the option of the County, become its property or the County may obtain a court order compelling the Franchisee to remove same at the Franchisee's expense.

7.13.3. In the event the Franchisee fails or refuses to remove its Cable System or to satisfactorily restore all areas to the condition in which they existed prior to removal of the Cable System, the County, at its option, may perform such work and collect the costs thereof from the Franchisee.

7.13.4. No Performance Surety shall be discharged until the County has certified to the Franchisee in writing that the Cable System has been dismantled, removed, and all other property restored, to the satisfaction of the County.

7.14. Notwithstanding the above, the Franchisee shall not be required to remove, relocate, or sell its Cable System or any portion thereof as a result of revocation, termination, denial of renewal, or any other lawful action to forbid or disallow the Franchisee from providing Cable Services, if the Cable System is actively being used to provide any other lawfully authorized services not governed by the Cable Act.

SECTION 8. CUSTOMER SERVICE & CONSUMER PROTECTION

8.1. CUSTOMER SERVICE STANDARDS: The Franchisee shall comply with the Customer Service Standards set forth in Exhibit A attached hereto. The Franchisee shall also comply with applicable FCC customer service standards for Cable Service, 47 CFR § 76.309, as those standards may be amended from time to time.

8.2. SUBSCRIBER-OWNED ANTENNA AND EQUIPMENT: The Franchisee shall not, as a condition to providing service, require a Subscriber to remove any existing antenna or disconnect an antenna, or prohibit or discourage a Subscriber from installing an antenna switch, provided such equipment and installations are consistent with applicable law. Subscribers shall have the right to use any equipment not purchased from the Franchisee so long as the equipment is compatible with and meets the technical requirements for use with the Cable System, does not substantially interfere with the technical operation of the Cable System, and is not otherwise prohibited under Federal or State law.

8.2.1. To the extent consistent with Federal and State law, Subscribers shall have the right to attach devices to the Cable System to allow them to transmit signals or service to video recorders, receivers and other terminal equipment, and to use their own remote control devices and Converters and other similar equipment, so long as such devices do not interfere with the operation of the Cable System, or the reception of any Subscriber, nor for any purpose to obtain services illegally. The Franchisee shall publicly provide information to consumers which will allow adjustment of such devices so that they may be used with the Cable System.

8.3. SUBSCRIBER PRIVACY: The Franchisee shall comply with all applicable Federal and State privacy laws.

8.4. SERVICES FOR THE DISABLED: The Franchisee shall comply in all material respects with all applicable requirements of the Americans with Disabilities Act. The Franchisee shall comply in all material respects with FCC rules regarding accessibility of video services.

8.5. DWELLING UNIT WIRING: The Franchisee shall comply with all applicable FCC requirements, including any notice requirements, with respect to Dwelling Unit wiring. Prior to a Subscriber's termination of Cable Service, the Franchisee will not restrict the ability of a Subscriber to remove, replace, rearrange or maintain any cable wiring located within the interior space of the Subscriber's Dwelling Unit, so long as such actions are consistent with FCC standards. However, if any Dwelling Unit wiring requires service from Franchisee due to signal quality, signal leakage or other factors, caused by improper installation of such Dwelling Unit wiring or faulty materials of Dwelling Unit wiring, the Subscriber may be charged reasonable service charges by Franchisee. The Franchisee may require a reasonable indemnity and release of Liability in favor of the Franchisee from a Subscriber for wiring that is installed by such Subscriber.

8.6. PERFORMANCE EVALUATION SESSIONS: A performance evaluation session ("Evaluation Session") may be held once every three (3) years by the County during the term of this Franchise. All Evaluation Sessions shall be open to the public. The Franchisee shall receive

ninety (90) days' prior written notice of an Evaluation Session. The purpose of the Evaluation Session shall be to review the Franchisee's compliance with the material terms and conditions of this Agreement. Such notice shall specifically reference the section(s) or subsection(s) of the Agreement that is (are) under review. The period for any such review shall be for not more than thirty-six (36) months immediately previous to the notice. During review and evaluation by the County, the Franchisee shall cooperate with the County and/or its designee(s), and subject to the confidentiality provisions of this Agreement, produce such documents or other materials relevant to such evaluation as are reasonably requested by the County. Topics which may be discussed at any Evaluation Session may include, but are not limited to, compliance with technical standards, construction standards, consumer protection standards, customer service standards and financial reporting. Within sixty (60) days after the conclusion of an Evaluation Session, the County may issue a written report with respect to the Franchisee's compliance. If noncompliance is found which could result in a violation of any of the material provisions of this Agreement, the County shall provide a notice in accordance with §13.1 and the Franchisee shall respond and propose a plan for implementing any changes or improvements necessary.

8.7. CUSTOMER SERVICE CENTER: The Franchisee shall maintain a conveniently located customer service center in the County, for a minimum of five (5) years from the Effective Date of this Agreement, as long as Franchisee maintains a minimum of 50,000 Subscribers in the Franchise Area. The Franchisee shall reserve a reasonable amount of space in such customer service center for Customers or prospective Subscribers to discuss Cable Services and address technical issues with equipment, billing discrepancies, or other Customer Service issues. Franchisee shall, for the term of the Agreement, provide convenient means for bill payment in the County, and for the pick-up or drop-off of equipment in the County by any one or more of (i) having a Franchisee representative going to the Subscriber's premises, (ii) using a mailer, or (iii) establishing a location(s) for the pick-up and drop-off of equipment. Following the fifth (5th) year from the Effective Date of this Agreement, Franchisee shall maintain a conveniently located customer service center to the County.

SECTION 9. PUBLIC, EDUCATIONAL & GOVERNMENT ACCESS

9.1. PEG CAPITAL FEE: In addition to the Franchise Fee imposed by this Agreement, the Franchisee shall provide a PEG Capital Fee ("PEG Fee") to the County in the amount of sixty-six cents (\$0.66) per Subscriber per month. Upon ninety (90) days written notice from the County, the PEG capital fee shall be increased in accordance with §9.1.2, provided however, that Franchisee shall not be obligated to pay a higher PEG Fee than any other Cable Service provider in the County as established by reasonable documentation. Payments of the PEG Fee shall be made quarterly and shall be due within forty-five (45) days after the end of each calendar year quarter. The County shall use the PEG Fee in accordance with applicable law for PEG Access capital expenses, including but not limited to, studio and portable production equipment, and editing equipment and program playback equipment. Within thirty (30) days of a written request by the Franchisee, the County shall provide the Franchisee with a detailed report of its spending of the PEG Fee.

9.1.1. The PEG Fee does not constitute a Franchise Fee payment within the meaning of 47 U.S.C. § 542.

9.1.2. If, after the effective date of this Agreement, the County enters into a new Cable Franchise Agreement, or renewal of an existing Cable Franchise Agreement to a cable operator required to pass at least 75% of the residential dwelling units in the County, in which that cable operator provides a PEG capital fee to the County that exceeds sixty-six cents (\$0.66) per subscriber per month, the PEG Capital Fee imposed pursuant to §9.1 shall be increased to the amount paid by that cable operator up to, but not exceeding a total of one dollar (\$1.00) per subscriber per month upon ninety (90) days written request from the County. Such written request shall outline the amount being paid by that cable operator as established by reasonable documentation. The County shall provide reasonable notice to the Franchisee of such a PEG capital fee payment by another cable operator and shall provide the Franchisee with a copy of any such Cable Franchise Agreement.

9.2. PEG ACCESS CHANNELS: The Franchisee shall continue to provide three (3) Non-Commercial standard definition (SD) PEG Access Channels, which shall be individually designated as follows; One (1) Government Access Channel reserved for the use of the County; one (1) Educational Access Channel reserved for the exclusive use of the Baltimore County Public Schools System; and one (1) Educational Access Channel reserved for the Community College of Baltimore County.

9.3. USE OF PEG CHANNELS, FACILITIES AND EQUIPMENT: The County may establish and enforce rules and procedures for use of the PEG Channels pursuant to § 611(d) of the Cable Act, 47 U.S.C. § 531(d). The County shall resolve any disputes among users regarding allocation of PEG Channels.

9.3.1. The Franchisee will provide Upstream, from PEG origination facilities, and Downstream, to Subscribers, transmission of the PEG Channels on its Cable System.

9.3.2. The County or its licensees, assigns, or agents shall not transmit on the PEG Channels commercial programming or commercial advertisements to the extent that they would

constitute competition with the Franchisee for such commercial programming or commercial advertisements, subject to the following: For purposes of this Subsection, "Commercial Programming or Commercial Advertisements" shall mean programming or advertisements for which the County receives payment from a third party, but shall not include announcements indicating that programming is underwritten by a commercial entity, such as the underwriting announcements typically displayed by the public broadcasting system.

9.4. PEG CHANNEL FORMAT: In addition to the Standard Definition Channels made available in §9.3, following the third anniversary of the Effective Date of this Franchise, upon one hundred twenty (120) days written request by the County, Franchisee shall deliver one (1) PEG Access Channel in a High Definition ("HD") format. The County or its designated access provider shall be responsible for acquiring all equipment necessary to produce programming in HD and providing the PEG Access Channel signal in an HD format compatible with the Franchisee's System to the demarcation point at the designated point of origination for the PEG Access Channel to be carried in HD. Franchisee shall have the right to reclaim one (1) SD PEG Access Channel upon activation of the HD PEG Access channel.

9.4.1. Each PEG Channel shall be transmitted on the Cable System so that every Subscriber can access, receive and view the SD PEG signals using the same Converters and signal equipment used for other Basic Service Channels or as otherwise provided by applicable law, so that Subscribers pay no additional charges to access, receive or view SD PEG Channels except as provided in this Agreement. The Franchisee will carry signal-related information that is delivered to it, as well as secondary audio and multi-lingual audio, closed captioning, video description and other program-related information subject to such information being provided in a format or manner compatible with the Cable System. The County acknowledges that HD Access Channels may require Subscribers to buy or lease special equipment, available to all Subscribers, and subscribe to those tiers of Cable Service upon which HD channels are made available. Franchisee is not required to provide free HD equipment to Subscribers or the County.

9.4.2. Channel Delivery Requirements: The Franchise shall monitor the PEG Channels for technical quality and shall ensure that they are maintained at FCC standards commensurate with those which apply to the Cable System's commercial channels. There shall be no restrictions on the technology used by Franchisee to deploy and deliver HD signals. Franchisee may implement HD carriage of PEG Channels in any manner (including selection of compression, utilization of IP, and other processing characteristics) that produces a signal as accessible, functional, useable and of a quality equivalent from the perspective of the viewer to other HD channels of the same resolution carried on the Cable System.

9.5. PEG CHANNEL ASSIGNMENT: The Franchisee may change PEG Channel assignments, but cannot do so in an arbitrary or capricious manner, and in any case must make reasonable effort to minimize the number of such Channel assignment changes. Whenever the Franchisee elects to make such a change, the Franchisee must give the PEG Channel programmer sixty (60) days' notice of a change to PEG Channel assignments (if commercially practicable) but in no event less than thirty (30) days.

9.6. PEG CONNECTION: In order that PEG Access programming can be cablecast over Franchisee's Downstream PEG Access Channels, all PEG Access programming shall continue to be modulated or encoded, then transmitted from an origination location listed in Exhibit C to the Franchisee-owned Headend or Hub-site on a Franchisee-owned Upstream channel made available to the County for its use. Any costs related to construction, relocation, or upgrading of return lines or origination locations, and/or related to the activation of any additional PEG Access Channels, shall be the responsibility of the County. Said payment shall be made in advance of construction to the Franchisee. At Franchisee-owned Headend, said PEG Access programming shall be retransmitted in the Downstream direction on one (1) Franchisee-owned Downstream PEG Access Channel.

9.7. CHANGES TO SYSTEM: If the Franchisee makes changes to the Cable System that require modifications to access facilities and equipment, the Franchisee shall make any necessary changes to the Franchisee's Headend and distribution Facilities or equipment within thirty (30) days so that PEG facilities and equipment may be used as intended in this Agreement.

9.8. BACKUP FACILITIES AND EQUIPMENT: The Franchisee shall design, build, and maintain all PEG Upstream feeds, interconnection, and distribution Facilities so that such feeds function as reliably as the Franchisee's Cable System as a whole within the County, and are no more likely to fail than is the Franchisee's Cable System as a whole within the County.

9.9. EDITORIAL CONTROL: Except as expressly permitted by Federal or State law, the Franchisee shall not exercise any editorial control over the content of programming on the PEG Access Channels (except for such programming as the Franchisee may cablecast on such PEG Access Channels).

9.10. PEG PROGRAMMING AND PRODUCTION: The Franchisee shall have no further obligation to provide technical support, personnel, equipment, facilities, production or coverage of County meetings and hearings, or other assistance in the production of PEG Access video programming for any PEG Access Channels.

9.10.1. Franchisee shall work with the County, and/or its designee(s), in good faith to ensure an orderly transition of PEG production and programming responsibilities, not to exceed six (6) months from the Effective Date, from the Franchisee to the County and/or its designee.

9.11. PEG INDEMNIFICATION: The County shall require all local producers and users of any of the PEG Facilities or Channels to agree in writing to authorize Franchisee to transmit programming consistent with this agreement and to defend, indemnify, and hold harmless Franchisee and the County from and against any and all liability or other injury, including the reasonable cost of defending claims or litigation, arising from or in connection with claims arising out of the programming content furnished for or cablecast or from usage of the PEG channels.

9.12. PEG CHANNEL CAPACITY: Subject to applicable law, if the value or cost of PEG channel capacity is determined to constitute a franchise fee assessed upon the Franchisee, such value or cost shall be invoiced to the County for payment, deducted from Franchise Fees paid to

the County, or, at the County's discretion, the PEG obligations required herein shall be discontinued. The value or cost of the PEG channel capacity shall be disclosed to the County at least sixty (60) days in advance of invoicing for the amount or deducting such amount from the Franchise Fee. Franchisee shall notify the County in writing regarding the value or cost of the PEG channel capacity. The County shall then notify Franchisee, within thirty (30) days of receiving the Franchisee's notice, whether it desires the amount due each month to be invoiced for payment, deducted from the next Franchise Fee payment, or to have service discontinued.

9.13. CABLE SERVICE TO COUNTY GOVERNMENT BUILDINGS: Subject to applicable law, the Franchisee shall provide one (1) service outlet activated for Basic Service to each Governmental Building and facility listed in Exhibit B. To the extent so provided by applicable law, the marginal cost of such service constitutes a Franchise Fee assessed upon the Franchisee and shall be invoiced for payment or deducted from the Franchise Fees paid to the County, with the marginal cost of the services being disclosed to the County in advance of the deduction. Franchisee shall notify the County in writing, prior to November 30th for implementation beginning July 1st of the following year, regarding the amount of the monthly service fee for each account based on marginal cost. The County shall then notify Franchisee, within thirty (30) days of receiving the Franchisee's notice, whether it desires the amount due each month to be invoiced for payment, deducted from the next Franchise Fee payment, or to have service terminated. Franchisee shall also be permitted to recover from any Government Building owner the direct cost of installing, when requested to do so, more than one outlet, or concealed inside wiring, or a service outlet requiring more than three hundred (300) feet of drop cable if the County authorizes such non-standard installation in advance. Cable service may not be resold or otherwise used in contravention of Franchisee's rights with third parties with respect to programming. Franchisee shall notify the County if it becomes aware of any such impermissible use. Equipment provided by Franchisee, if any, shall be replaced at cost if lost, stolen, or damaged.

SECTION 10. COMPLIANCE & REPORTING

10.1. OPEN BOOKS AND RECORDS:

10.1.1. Right to Inspect: Upon written notice to the Franchisee, of no less than thirty (30) days, the County shall have the right to inspect and copy at any time during Normal Business Hours at the Franchisee's local business office, all books, records, maps, plans and other like materials of the Franchisee, including all documents in whatever form maintained, including electronic media ("books and records") to the extent that such material relate to Franchisee's compliance with the provisions of this Franchise Agreement. Such notice shall reasonably identify the books, records and materials or general categories of such the County requires to inspect.

10.1.2. Books and Records; How Kept: The Franchisee shall keep complete and accurate books of account and records of its business and operations under and in connection with this Agreement. At a minimum, the Franchisee's financial books and records shall be maintained in accordance with generally accepted accounting principles ("GAAP").

10.1.3. Maps and Plans; How Kept: The Franchisee shall maintain accurate and up-to-date strand maps which show the location, size and a general description of Facilities installed in the Public Rights-of-Way. The maps shall identify Cable System facilities as aerial or underground and is not required to depict cable types, number of cables, electronic equipment, and service lines to individual Subscribers. Franchisee shall provide these maps to, or make such maps available for inspection at Franchisee's local business office by the County, the Cable Administrator, or their designee, upon reasonable prior notice, of no less than fifteen (15) days.

10.1.4. Record Retention: Unless otherwise expressly provided in this Agreement, all books, records and related materials and information specified in this Section shall be maintained for a period of not less than sixty (60) months.

10.1.5. Confidentiality: Notwithstanding anything to the contrary set forth in this Section 10.1 the Franchisee shall not be required to disclose information which it reasonably deems to be proprietary or confidential in nature. Franchisee may make proprietary or confidential information available for inspection, but not copying or removal of information by the County's representative. To the extent that such books, records, and maps are proprietary and/or confidential pursuant to the Maryland Uniform Trade Secrets Act (Title 11, Subtitle 12 of the Commercial Law Article of the Annotated Code of Maryland) or other applicable law, the County and its employees shall keep the information the County may acquire hereunder in strict confidence to the extent allowed by applicable law, including the Public Information Act (Title 4 of the General Provisions Article of the Annotated Code of Maryland). In the event that the County receives a request under a state "sunshine," public records, or similar law for the disclosure of information the Franchisee has designated as confidential, trade secret or proprietary, the County shall notify Franchisee of such request and cooperate with Franchisee in opposing such request.

A. The County agrees to treat any written information disclosed by the Franchisee as confidential and Proprietary to the extent it is marked as such by the Franchisee and only to disclose it to those employees, representatives, and agents of the County that have a need to know in order to enforce this Franchise and who agree, through the execution of a non-disclosure agreement, to maintain the confidentiality of all such information. Franchisee shall make good faith efforts to permit the County to share non-confidential information pertaining to density, special projects, or grant information with potential Subscribers.

B. The Franchisee shall not be required to provide Customer information in violation of § 631 of the Cable Act or any other applicable federal or state privacy law.

C. For purposes of this Section, the terms “proprietary or confidential” include, but are not limited to, information relating to the Cable System design, Customer lists, marketing plans, financial information unrelated to the calculation of Franchise Fees or rates pursuant to FCC rules, or other information that is reasonably determined by the Franchisee to be competitively sensitive.

D. In the event of an audit by the County, the County will cooperate in taking such actions as necessary to protect the confidential information in accordance with this Section.

E. If any books, records, maps, plans, or other documents are too voluminous, or for security reasons cannot be copied and moved, then the Franchisee may request that the inspection take place at the Franchisee’s local business office, provided that the Franchisee must make necessary arrangements for copying documents selected by the County after its review.

10.1.6. Files for Public Inspection: Throughout the term of this Agreement, the Franchisee shall maintain a file available for public inspection including those documents required pursuant to the FCC’s Public Inspection File rules and regulations.

10.1.7. Uses of System: Upon written request by the County, the Franchisee will notify the County of all products and services offered over the Cable System.

10.2. ADDITIONAL FILINGS:

10.2.1. Government Reports: Within ten (10) days of a written request, Franchisee shall provide to the County all communications, reports, documents, pleadings and notifications of any kind which Franchisee has submitted to any federal, state or local regulatory agencies if such documents relate specifically to Comcast’s Cable System within the County.

10.2.2. Bankruptcy Documents: The Franchisee shall provide a copy and explanation of any request for protection under bankruptcy laws, or any judgment related to a declaration of bankruptcy, by the Franchisee or by any Person or Affiliate that owns or controls the Franchisee directly or indirectly, to the County within thirty (30) days after submitting such a request or receiving such a judgment.

10.3. REPORTING:

10.3.1. Franchisee Annual Report: By April 30th of each year, Franchisee shall submit an Annual Report to the County for the prior calendar year, or send electronic notification to the Council Secretary that Franchisee's Annual Report is available and provide an internet link to view the Annual Report. The Annual Report shall specifically address, at a minimum, the following issues:

- A.** New or discontinued Services;
- B.** Total number of Subscribers and the number of Subscribers gained and lost;
- C.** Homes passed and miles of cable distribution plant in service;
- D.** A description of any system upgrade, with projected timetable for completion;
- E.** A link to Franchisee's, or its parent organization's Form 10-K; and
- F.** A schedule of the Franchisee's current fees and services;

SECTION 11. AUDITING

11.1. FINANCIAL AUDITS: The County shall have the right to audit and re-compute any amounts determined to be payable under this Agreement within three (3) years of any such payment after which period any such payment shall be considered final. Any books and records necessary to determine the accuracy of the Franchise Fee payments and all other payments due the County shall be made available to the County within forty-five (45) days of a written request of the County.

11.1.1. Final Audit Report: Upon the completion of any such audit by the County, the County shall provide to the Franchisee a final report setting forth the County's findings in detail including any and all substantiating documentation. In the event of an alleged underpayment, the Franchisee shall have thirty (30) days from the receipt of the report to provide the County with a written response agreeing to or refuting the results of the audit, including any substantiating documentation.

11.1.2. Final Settlement Amount: Based on these reports and responses, the parties shall agree upon a "Final Settlement Amount." For purposes of this Section, the term "Final Settlement Amount(s)" shall mean the agreed upon underpayment, if any, to the County by the Franchisee as a result of any such audit. If the parties cannot agree on a "Final Settlement Amount," the Parties shall submit the dispute to a mutually agreed upon mediator within thirty (30) days of reaching an impasse. All costs for and associated with the mediator will be split evenly between the County and the Franchisee. In the event an agreement is not reached at mediation, either party may bring an action to have the disputed amount determined by a court of law.

11.1.3. Payment of Final Settlement Amount: The Franchisee shall pay any "Final Settlement Amount" due the County as a result of the audit or financial review within thirty (30) days of written notice, provided that a copy of the audit or financial review is delivered to the Franchisee by the County and is agreed upon by both parties. Amounts recovered by the County shall be subject to the additional payment of interest as provided for in this Agreement. Once the parties agree upon a Final Settlement Amount and such amount is paid by the Franchisee, the County shall have no further rights to audit or challenge the payment(s) for that period.

11.1.4. Late Payments: In the event that the Franchise Fees or any other amounts herein required are not tendered on or before the date due, interest on such fees and amounts shall accrue from the date due at the then current bank prime rate of interest as published in The Wall Street Journal.

11.1.5. Underpayments: If a Franchise Fee underpayment or any other underpayment is discovered as the result of an audit, the Franchisee shall pay, in addition to the amount due, interest at the then current bank prime rate of interest as published in The Wall Street Journal, calculated from the date the underpayment was originally due until the date the County receives the payment.

11.2. AUDIT EXPENSES: The County's reasonable expenses, fees and costs for an audit or financial review, regardless of the type of review or subject matter of the audit, shall be borne by the Franchisee if the audit or financial review discloses an underpayment of five percent (5%) or more. Both parties agree that the County's reasonable expenses, fees and costs shall not exceed fifteen thousand dollars (\$15,000) for the audit period. Any entity employed by the County that performs a Franchise Fee review or audit shall not be permitted to be compensated on a success-based formula, e.g. payment based upon underpayment of fees, if any.

SECTION 12. PERFORMANCE SURETIES

12.1. PERFORMANCE SURETY REQUIRED: In order to ensure the Franchisee's faithful performance of its obligations under this Agreement, the Franchisee, shall continue to maintain a Performance Surety in the County's favor as set forth below. The Performance Surety shall consist of a corporate surety bond issued by a company authorized to do business in the State in the amount of Two Hundred Thousand Dollars (\$200,000) (the "Performance Bond"). The Franchisee shall maintain the Performance Surety at all times throughout the term of this Agreement, including any extensions thereof, and for a period of six (6) months following the expiration or termination of this Agreement

12.2. PERFORMANCE BOND: The following procedures shall apply to the Performance Bond.

12.2.1. Obligation to Maintain: In satisfaction of § 25-3-304 of the Cable Ordinance, the Franchisee shall obtain, maintain, and, upon thirty (30) days' written request, file with the County the Performance Bond at the Franchisee's cost and expense. The Performance Bond shall be in the amount of Two Hundred Thousand Dollars (\$200,000) and shall be conditioned upon compliance with this Agreement. Following notice and opportunity to cure under §13.1 herein, if the County determines that the Franchisee has failed to comply with any material provision of this Agreement, then there shall be recoverable jointly and severally from the principals and surety any and all damages and costs suffered or incurred by the County as a result thereof, including, but not limited to, attorneys' fees and costs of any action or proceeding, and including the full amount of any compensation, indemnification, cost of removal or abandonment of any property or other costs which may be in default, up to the full principal amount of the Performance Bond.

12.2.2. Amount: On or before the Effective Date, the Franchisee shall provide the County with a Performance Bond in the amount of Two Hundred Thousand Dollars (\$200,000).

12.2.3. The Franchisee shall not permit the Performance Bond to expire or approach less than thirty (30) days prior to expiration without securing a substitute, renewal, or replacement Performance Bond in conformance with the provisions of this Agreement.

12.2.4. Replenishment: No demand by the County pursuant to the Performance Bond shall reduce the obligation of the Franchisee to maintain the Performance Bond in the amounts set forth in §12.2. The Franchisee shall promptly restore the Performance Bond to its original level within thirty (30) days after any amount has been paid to the County from the Performance Bond. The County may not draw from Performance Bond while an action has been instituted by Franchisee to challenge the amount owed. The County shall give Franchisee twenty (20) business days' notice of its intent to draw from the Performance Bond.

12.2.5. Termination: In the event the Franchisee or third-party agent serves notice to the County that it elects not to renew the Performance Bond, the County may immediately declare this Agreement in default unless the Franchisee provides a substitute Performance Bond or other performance security acceptable to the County. The Performance Bond shall

remain in force for a minimum of six (6) months after termination or expiration of this Agreement.

12.3. OTHER RIGHTS RESERVED: The rights reserved by the County with respect to this Section are in addition to all other rights of the County whether reserved by this Agreement or authorized by law, and no action, proceeding or exercise of a right with respect to this Agreement, the franchise it grants, or law shall affect any other rights the County may have.

12.4. REMEDIES NOT EXCLUSIVE: The County may elect to pursue recovery against the Performance Bond, in addition to any other legal or equitable remedies the County may pursue although nothing herein is intended to allow duplicative recovery from or duplicative payments by Franchisee or its surety(s).

SECTION 13. VIOLATIONS & ENFORCEMENT

13.1. NOTICE AND CURE: In the event the County believes that the Franchisee has not complied with the material terms of the Franchise Agreement, it shall notify the Franchisee in writing with specific details regarding the exact nature of the alleged non-compliance or default.

13.1.1. Franchisee's Right to Cure or Respond: The Franchisee shall have forty-five (45) days from the receipt of the County's written notice: (i) to respond to the County, contesting the assertion of non-compliance or default; or (ii) to cure such default; or (iii) in the event that, by nature of the default, such default cannot be cured within the forty-five (45) day period, initiate commercially reasonable steps to diligently remedy such default and notify the County of the steps being taken and the projected date that the cure will be completed.

13.1.2. Right to Hearing: In the event the Franchisee fails to respond to the County's notice or in the event that the alleged default is not remedied within forty-five (45) days or the date projected by the Franchisee, the County shall schedule a hearing to investigate the default. Such hearing shall be held at the next regularly scheduled meeting of the County that is scheduled at a time that is no less than ten (10) business days therefrom. The County shall notify the Franchisee in advance, in writing of the time and place of such meeting and provide the Franchisee with a reasonable opportunity to be heard.

13.1.3. Enforcement: Subject to applicable federal and state law, in the event the County, after such hearing, determines that the Franchisee is in default of any material provision of the Franchise Agreement, the County may: (i) seek specific performance of any provision that reasonably lends itself to such remedy as an alternative to damages, or seek other equitable relief; (ii) pursue liquidated damages in accordance with §13.2, if applicable; or (ii) in the case of a substantial default of a material provision of the Franchise Agreement, initiate revocation proceedings in accordance with the following:

A. The County shall give written notice to the Franchisee of its intent to revoke the Franchise Agreement on the basis of a pattern of non-compliance by the Franchisee, including two or more instances of substantial non-compliance with a material provision of the Agreement. The notice shall set forth with specificity the exact nature of the non-compliance. The Franchisee shall have ninety (90) business days from the receipt of such notice to object in writing and to state its reasons for such objection. In the event the County has not received a response from the Franchisee or upon receipt of the response does not agree that the allegations of non-compliance have been or will be resolved, it may then seek revocation of the Franchise at a hearing. The County shall cause to be served upon the Franchisee, at least thirty (30) days prior to such public hearing, a written notice specifying the time and place of such hearing and stating its intent to request revocation of the Franchise Agreement.

B. At the hearing, the County shall give the Franchisee an opportunity to state its position on the matter, present evidence and question witnesses, in accordance with the standards of a fair hearing applicable to administrative hearings in the State of Maryland, after which it shall determine whether or not the Franchise Agreement shall be

terminated. The hearing shall be on the record and a written transcript shall be made available to the Franchisee within ten (10) business days. The decision of the County shall be in writing and shall be delivered to the Franchisee by certified mail. The Franchisee may appeal such determination to an appropriate court, which shall have the power to review the decision of the County on the record, and to modify or reverse such decision as justice may require.

13.2. LIQUIDATED DAMAGES: In satisfaction of § 25-1-107(a)(1) and § 25-3-211(a) of the Cable Ordinance, because the Franchisee's failure to comply with provisions of this Agreement may result in injury to the County and because it may be difficult, in certain instances, to estimate the extent of such injury, the County and the Franchisee agree to the liquidated damages provided for in this Section. To the extent that the County elects to assess liquidated damages as provided in this Agreement and such liquidated damages have been paid, such damages shall be the County's sole and exclusive remedy for the period of time to which the liquidated damages apply. The amount of all liquidated damages assessed per annum shall not exceed twelve thousand dollars (\$12,000) in the aggregate. In no event may liquidated damages be assessed for a time period exceeding one hundred twenty (120) days in any calendar year. Nothing in this Section shall preclude the Franchising Authority from exercising any other right or remedy with respect to a breach that continues past the time the County stops assessing liquidated damages for such breach. Liquidated damages shall not be assessed until the County has provided notice and opportunity to cure in accordance with §13.1. The failure of the Franchisee to hire sufficient staff or to properly train its staff shall not preclude the application of the provisions in this Section. With respect to liquidated damages assessed, all similar violations or failures from the same factual events affecting multiple Subscribers shall be assessed as a single violation, and each violation or a failure may only be assessed under a single violation category; otherwise, liquidated damages shall be assessed for each violation. Nothing herein is intended to allow duplicative recovery from or duplicative payments by Franchisee or its surety(s).

13.2.1. Waiver or Reductions: The County, or its designee, shall have the authority to waive or reduce the liquidated damage amounts herein for good cause.

13.2.2. Cure Period: The first day for which liquidated damages may be assessed, if there has been no cure after the end of the applicable cure period, shall be the day after the end of the applicable cure period, including any extension of the cure period granted by the County.

13.2.3. Amounts: Liquidated damages may be assessed only by the County and any assessments shall be made in the following manner:

- A.** For failure to substantially comply with requirements for PEG use of the Cable System pursuant to §9 herein: two hundred fifty dollars (\$250) per day for each day the violation continues;
- B.** For failure to provide service in accordance with §4: two hundred dollars (\$200) per day for each day the violation continues;
- C.** For failure to provide accurate maps in accordance with §10.1.3 herein: two hundred dollars (\$200) per day for each day the violation continues;

D. For failure to provide complete and accurate information, reports, or filings lawfully required under this Agreement: two hundred dollars (\$200) per day for each day the violation continues;

E. For failure meet Customer Service Standards pursuant to Exhibit A or §8 herein: one hundred dollars (\$100) per day, or in the case of standards measured quarterly, per quarter, the violation continues: two hundred dollars (\$200);

F. For failure to issue an undisputed refund or credit pursuant to Exhibit A: two hundred dollars (\$200) per day for each day the violation continues;

G. For failure to render payment for audit fees pursuant to §11.2 herein, or failure to pay capital grants or expenditures, or liquidated damages up to the liquidated damages cap: one hundred dollars (\$100), per day for each day the violation continues;

H. For failure to obtain or maintain the required performance surety pursuant to §12 herein: two hundred dollars (\$200) per day for each day the violation continues;

I. For violation of applicable technical standards established by the FCC: one hundred dollars (\$100) per day for each day the violation continues;

J. For failure, unless such failure is beyond the Franchisee's control, to meet the Emergency Alert System requirements pursuant to §6.3: two hundred dollars (\$200) per day for each day the violation continues;

K. For a Transfer of the Franchise without approval: two hundred dollars (\$200) per day for each day the violation continues;

L. For failure to restore damaged property: one hundred dollars (\$100) per day for each day the violation continues, in addition to the cost of restoration as required elsewhere herein;

13.2.4. No Pass-Through of Liquidated Damages: The costs associated with payment of liquidated damages pursuant to this Section shall not be passed through to Subscribers in any form, itemized on Subscriber bills, or, for rate regulation purposes, attributed to capital costs, operating expenses, or external costs of the System.

13.3. TECHNICAL VIOLATIONS: The County agrees that it is not its intention to subject the Franchisee to penalties, fines, forfeitures or revocation of the Franchise Agreement for so-called "technical" breach(es) or violation(s) of the Agreement, which shall include, but not be limited, to the following:

13.3.1. in instances or for matters where a violation or a breach of the Franchise Agreement by the Franchisee was good faith error that resulted in no or minimal negative impact on the Customers within the Franchise Area; or

13.3.2. where there existed circumstances reasonably beyond the control of the Franchisee and which precipitated a violation by the Franchisee of the Franchise Agreement, or which

were deemed to have prevented the Franchisee from complying with a term or condition of the Franchise Agreement.

SECTION 14. LIABILITY, INDEMNIFICATION, & INSURANCE

14.1. INDEMNIFICATION:

14.1.1. The Franchisee, at its sole cost and expense, shall indemnify and hold the County, its elected officials, officers, agents and employees, harmless from any and all claims, suits, liens, charges, demands, fines, penalties, costs (including, but not limited to court costs and reasonable attorneys' consultants' and experts' fees), damages, losses, judgments and Liabilities, of any kind or nature, arising out of the operation, installation, excavation, maintenance, repair, reconstruction, upgrade, rebuild, upkeep, or removal of the Cable System in the Franchise Area by, or by reason of, any neglect or omission of or for the Franchisee, its agent, employees, contractors, successors or assigns, unless caused by the negligent acts of the County, its agents, employees or officials.

14.1.2. The Franchisee shall not be required to indemnify the County for negligence or misconduct on the part of the County or its officers, officials, boards, commissions, agents, or employees or related to programming carried on any Access Channel, Channels leased pursuant to 47 U.S.C. § 532, or to operations of the Access Channels.

14.2. PROCEDURES AND DEFENSE:

14.2.1. The County shall give the Franchisee timely written notice of any claim, or of the commencement of, any action, suit or other proceeding covered by the indemnity in this Subsection as soon as possible, but in no event more than ten business (10) days after the date the County receives notice, or otherwise is made aware, of a claim, suit, cause of action, or proceeding for which the Franchisee is obligated to indemnify the County. The County agrees that it will take all necessary action to avoid a default judgment and not prejudice the Franchisee's ability to defend the claim or action.

14.2.2. The Franchisee shall indemnify and defend the County against all such claims, including, reasonable attorney, consultant and expert fees. The County may participate in the defense of a claim at its own cost and expense and, in any event, the Franchisee may not agree to any settlement of claims financially affecting the County without the County's prior written approval.

14.2.3. In the event that any such proposed settlement includes the release of the County, and the County does not consent to the amount of any such settlement or compromise, the Franchisee shall not settle the claim or action, but its obligation to indemnify the City shall in no event exceed the amount of such settlement.

14.2.4. If separate representation to fully protect the interests of both parties is necessary, such as a conflict of interest between the County and the counsel selected by the Franchisee to represent the County, the Franchisee shall select other counsel who has no conflict with the County.

14.3. CONTRACTORS OF THE FRANCHISEE:

14.3.1. Any contractor or subcontractor used by the Franchisee to meet its obligations under the Franchise or the Cable Ordinance must be properly licensed under laws of the State and all applicable local ordinances, and each such contractor or subcontractor shall have the same obligations with respect to its work as the Franchisee would have if the work were performed by the Franchisee.

14.3.2. The Franchisee shall be responsible for the omissions and negligent actions of persons contracting or subcontracting or representing the Franchisee in the course of providing Cable Service to any Subscriber. The Franchisee is responsible for and shall address Complaints made against its contractors, subcontractors, representatives or agents. All contractors, subcontractors, representatives or agents of the Franchisee shall be properly trained and supervised.

14.3.3. The fact that the Franchisee carries out any activities under this Franchise through independent contractors shall not constitute an avoidance of or defense to the Franchisee's duties of defense and indemnification under this Section.

14.4. INSURANCE REQUIRED:

14.4.1. In addition to and in support of the indemnity provided above, the Franchisee shall keep in full force and effect during the entire term of this Agreement, including any renewal or extension hereof, Commercial General Liability Insurance coverage in the minimum amount of one million dollars (\$1,000,000) for injury or death to any person or property damage per occurrence and three million dollars (\$3,000,000) for excess liability in umbrella form naming the County as an additional insured party. Nothing in this Agreement shall be construed as a waiver of immunity by the County, its elected officials, officers, agents or employees.

14.4.2. The Franchisee must continue to have adequate insurance during the entire term of this Franchise to protect the County against claims for death or injuries to Persons or damages to property or equipment for which the Franchisee is responsible.

14.5. ADDITIONAL REQUIREMENTS:

14.5.1. Cancellation: The insurance provided herein shall state that notice of cancellation will be given in accordance with policy provisions. If the insurance is canceled or reduced in coverage below the requirements of this Section, the Franchisee shall provide a replacement policy.

14.5.2. Verification of Coverage: Upon written request from the County, the Franchisee shall furnish the County with signed certificates of insurance. The Franchisee will notify the County promptly if there are any material changes to any of the insurance coverages listed above. The certificate for each insurance policy is to be signed by a Person authorized by that insurer to bind coverage on its behalf. It is acknowledged that facsimile signatures satisfy the signature requirement of this Subsection.

14.5.3. No Limitation: The Franchisee's maintenance of insurance policies required by this Franchise shall not be construed to limit, or otherwise alter, the Liability of the

Franchisee to the coverage provided in the insurance policies, or otherwise limit, or alter, the County's recourse to any other remedy available at law or in equity.

SECTION 15. MISCELLANEOUS PROVISIONS

15.1. ENTIRE AGREEMENT: This Agreement embodies the entire understanding and agreement of the County and the Franchisee with respect to the subject matter hereof and merges and supersedes all prior representations, agreements, settlement agreements, transfer agreements and understandings, whether oral or written, between the County and the Franchisee with respect to the subject matter hereof, including, without limitation, any and all written or oral statements or representations by any official, employee, agent, attorney, consultant, or independent contractor of the County or the Franchisee.

15.2. TIME LIMITS STRICTLY CONSTRUED: Whenever this Agreement sets forth any time for an act to be performed by or on behalf of the Franchisee or County, such time shall be deemed of the essence.

15.3. WRITTEN AMENDMENTS REQUIRED: This Agreement, together with any exhibits, may not be amended or modified except by written instrument executed by both parties hereto.

15.4. EXHIBITS: The exhibits to this Agreement (the "Exhibits"), attached hereto, and all portions thereof, are, except as otherwise specified in such Exhibits, incorporated herein by reference and expressly made a part of this Agreement. The procedures for approval of any subsequent amendment or modification to said Exhibits shall be the same as those applicable to any amendment or modification hereof, except as specified in such Exhibit or elsewhere in this Agreement.

15.5. CAPTIONS AND HEADINGS: The captions and headings of provisions, articles, and Sections throughout this Agreement are intended solely to facilitate reading and reference to the provisions, articles and Sections of this Agreement. Such captions shall not affect the meaning or interpretation of this Agreement.

15.6. SEVERABILITY: If any provision, sentence, clause, phrase or portion of this Agreement is declared by a court of competent jurisdiction to be unenforceable or invalid for any reason, such holding shall not affect the validity of the remaining portion of this Agreement and the remainder hereof shall continue to be effective.

15.7. FRANCHISEE BEARS ITS OWN COSTS: Unless otherwise expressly provided in this Agreement, all acts that the Franchisee is required to perform must be performed at its own expense.

15.8. COUNTY BEARS ITS OWN COSTS: Unless otherwise expressly provided in this Agreement, all acts that the County is required to perform must be performed at its own expense.

15.9. RIGHTS OF THIRD PARTIES: Nothing herein shall be construed to give any Person other than the Franchisee or the County a right to assert any claim or cause of action against the Franchisee, the County, its employees, elected or appointed officials, officers, commissions, commissioners, boards or agents.

15.10. GOVERNING LAW: This Franchise Agreement shall be governed in all respects by the laws of the State of Maryland, generally applicable laws of Baltimore County, and applicable Federal law.

15.11. JURISDICTION AND VENUE: The County and the Franchisee agree that the venue and jurisdiction is the U.S. District Court for the District of Maryland and the Circuit Court for Baltimore County, Maryland.

15.12. PREEMPTION: In the event that Federal or State law, rules, or regulations preempt a provision or limit the enforceability of a provision of this Agreement, the provision shall be read to be preempted to the extent, and for the time, but only to the extent and for the time, required by law. In the event such Federal or state law, rule or regulation is subsequently repealed, rescinded, amended or otherwise changed so that the provision hereof that had been preempted is no longer preempted, such provision shall return to full force and effect, and shall thereafter be binding on the Parties hereto, without the requirement of further action on the part of the County.

15.13. OTHER BUSINESS LICENSES: This Agreement authorizes only the operation of a Cable System for the provision of Cable Service and additional services. It does not take the place of any other franchise, license or permit which might be required of the Franchisee pursuant to applicable law.

15.14. NOTICE: Any notice required to be delivered pursuant to this Agreement shall be deemed to have been received when the notice has been sent by certified mail, return receipt requested, by overnight carrier, by hand-delivery, or as allowed by applicable law to the following individuals and addresses or to such other addresses as either party may later identify in writing to the other:

For the County:

Baltimore County Council
Historic Courthouse, Second Floor
400 Washington Avenue
Towson, Maryland 21204
Attn: Council Secretary

Baltimore County Office of Information Technology
Historic Courthouse, Room 33
400 Washington Avenue
Towson, Maryland 21204
Attn: Cable Administrator

For the Franchisee:

Comcast of Maryland, Limited Partnership
1215 East Fort Ave, Suite 103
Baltimore, Maryland 21230
Attn: Government Affairs Department

Comcast Cable Northeast Division
676 Island Pond Road
Manchester, New Hampshire 03109
Attn: Government Affairs Department

IN WITNESS WHEREOF, the parties have caused this Agreement to be properly executed by their duly authorized officers:


BALTIMORE COUNTY, MARYLAND



Julian E. Jones, Jr., Chair
Baltimore County Council

10/17/2022
Date

COMCAST OF MARYLAND LIMITED PARTNERSHIP



Michael Parker
Regional Senior V.P.

9/28/22
Date

Approved for legal sufficiency

Susan B. Dubin

Deputy County Attorney

9/30/22
Date

EXHIBIT A

CUSTOMER SERVICE STANDARDS

This Exhibit sets forth the minimum Customer Service Standards that the Franchisee must satisfy. In addition, and subject to the provisions of this Agreement, the Franchisee shall at all times satisfy any additional requirements established by applicable Federal and State law or regulation, as the same may be amended from time to time, including, without limitation, consumer protection laws.

1) Definitions.

The County and the Franchisee agree that the following definitions shall govern the County's enforcement of and the Franchisee's obligations under the Customer Service Standard requirements under this Exhibit.

- a) **Normal Operating Conditions:** Those service conditions which are within the control of the Franchisee. Those conditions which are not within the control of the Franchisee include, but are not limited to, natural disasters, civil disturbances, power outages, telephone network outages, severe or unusual weather conditions, and other occurrences of Force Majeure. Those conditions which are ordinarily within the control of the Franchisee include, but are not limited to, special promotions, pay-per-view events, rate increases, regular peak or seasonal demand periods, and maintenance or upgrade of the Cable System.
- b) **Respond:** The Franchisee's investigation of a Service Interruption by receiving a Subscriber call and opening a trouble ticket, if required.
- c) **Service Call:** The action taken by the Franchisee to correct a Service Interruption the effect of which is limited to an individual Subscriber.
- d) **Service Interruption:** The loss of picture or sound on one or more cable Channels.
- e) **System Outage:** A Service Interruption affecting more than 100 Subscribers.

2) Customer Service Standards.

- a) Except as modified by a specific provision of this Exhibit, the Franchisee shall comply with the customer service standards set forth by the FCC in 47 C.F.R. §§ 76.309(c), 76.1602, 76.1603, and 76.1619, as such standards may be amended.
- b) Measurement of the standard in 47 C.F.R. § 76.309(c)(1)(ii) and 2.6 herein may include all calls received by the Franchisee at all call centers receiving calls from Subscribers in the Franchise Area, whether they are answered by a live representative, by an automated attendant, or abandoned after thirty (30) seconds of call waiting.
- c) In addition, no increase in rates or charges shall be implemented unless each Subscriber subject to the increase in rates and charges has been notified in accordance with

applicable FCC regulations. Notification of any pending increases to rates and charges to any Person who requests Cable Service or becomes a Subscriber after any approval of increases to rates and charges but before the rate increase becomes effective.

- d) The Franchisee shall maintain a telephone answering system twenty-four (24) hours per day, each day of the year, to receive Subscriber Complaints. During Normal Business Hours, the Franchisee representatives must be available to respond to Customer inquiries. After Normal Business Hours, the Franchisee may use an answering service or machine so long as calls are answered the next business day. The Franchisee must hire sufficient staff so that it can adequately respond to Customer inquiries, Complaints, and requests for service over the phone and at the Subscriber's residence.
- e) The Franchisee shall maintain a publicly-listed, toll-free telephone number that shall be available to Subscribers to request service calls, twenty-four hours per day, each day of the year. The Franchisee shall have TDD/TTY (or equivalent) equipment, and a publicly listed telephone number for such equipment, that will, allow hearing impaired Customers to contact the Franchisee. Under Normal Operating Conditions, Cable System calls must be answered by a Customer service representative or by an automated attendant, including the time a caller is put on hold, within thirty (30) seconds after the connection is made. If the call is transferred to a Customer service representative, the transfer may not exceed thirty (30) seconds. Under Normal Operating Conditions, a Subscriber may receive a busy signal no more than three percent (3%) of the time. Although no special equipment is required to measure telephone answering and hold times, the Franchisee should use its best efforts to document compliance upon request. These requirements must be met ninety percent (90%) of the time, measured quarterly.
- f) The Franchisee shall keep an emergency system maintenance and repair staff, capable of responding to and repairing System Malfunctions, System Outages, or Service Interruptions, on a twenty-four (24) hour basis at all times, and under Normal Operating Conditions shall Respond twenty-four (24) hours a day, seven (7) days a week.
- g) Under Normal Operating Conditions, billing inquiries and requests for service, repair, and maintenance not involving Service Interruptions must be acknowledged by a trained Customer service representative within twenty-four (24) hours, or prior to the end of the next business day, whichever is earlier. The Franchisee shall respond to all other inquiries within five (5) business days of receipt of the inquiry or Complaint. Final resolution shall not be unreasonably delayed.
- h) To the extent consistent with Federal law, no charge shall be made to the Subscriber for repairs or maintenance of Franchisee-owned equipment or Facilities, except for the cost of repairs to the Franchisee's equipment or Facilities where it can be shown that the equipment or Facility was damaged by a Subscriber.
- i) If requested by a mobility-limited Customer, the Franchisee shall arrange, at no charge to the Subscriber, for pickup and/or replacement of Converters or other Franchisee equipment at the Subscriber's address or by a satisfactory equivalent.

- 3) Response to Service Call. Under Normal Operating Conditions, the Franchisee must Respond to a call from a Subscriber regarding a Service interruption or other service problems within the following time frames:
 - a) The Franchisee must begin work on Service Interruptions within twenty-four (24) hours, including weekends, of receiving a Subscriber's call reporting a Service Interruption or the need for repairs otherwise become known to the Franchisee.
 - b) The Franchisee must begin actions to correct all other Cable Service problems the next business day after notification by the Subscriber or the County of a Cable Service problem.
- 4) The Franchisee's service representatives will have the ability to issue service credits to address Customer Complaints related to missed appointments and Service Interruptions.
- 5) In the event of a Service Interruption of one or more Channels to any Subscriber, the Franchisee shall repair the Service Interruption as soon as possible. This obligation is satisfied if the Franchisee offers the Subscriber the next available repair appointment within the 24-hour period following the Service Interruption, or at the request of the Subscriber, to a mutually convenient later time for the repair call, and successfully repairs the Service Interruption during the agreed appointment. Under Normal Operating Conditions, if the Service Interruption is not repaired at the time of the scheduled appointment, the Subscriber, upon request, will receive a pro-rata credit of the Subscriber's normal monthly Cable Service bill for each 24-hour period, or segment thereof, that the Service Interruption continues beyond the scheduled repair call.
- 6) In accordance with applicable law, the Franchisee shall provide the following materials to each Subscriber at the time Cable Service is installed, at least annually thereafter, and at any time upon request. Upon written request, copies of all such materials provided to Subscribers shall also be provided to the County:
 - a) a written description of products and services offered, including a schedule of rates and charges, a list of Channel positions, and a description of programming services, options, and conditions;
 - b) a written description of the Franchisee's installation and service maintenance policies;
 - c) written instructions on how to use the Cable Service;
 - d) a written description of the Franchisee's billing and complaint procedures, including the address and telephone number of the County office responsible for receiving Subscriber Complaints;
 - e) notice regarding Subscribers' privacy rights pursuant to 47 U.S.C. § 551; and
 - f) notice of the availability of universal remote controls and other compatible equipment.

- 7) Subscribers and the County will be notified of any changes in programming services or Channel positions, and any significant changes in any other information required to be provided by this Section in writing. Notice must be given to Subscribers and the County a minimum of thirty (30) days in advance of such changes and other significant changes if the change is within the control of the Franchisee. Advance notice is not required for the launch of new channels when offered on a subscription basis or added to an existing service tier at no additional cost to the Subscriber. The written notices required by this section may be provided electronically and by any other reasonable means (such as video scroll message) through which notifications are provided to Subscribers.
- 8) All Franchisee promotional materials, announcements, and advertising of residential Cable Service to Subscribers and the general public, where price information is listed in any manner, shall clearly and accurately disclose price terms. In the case of Pay-Per-View or pay-per-event programming, all promotional materials must clearly and accurately disclose price terms and in the case of telephone orders, the Franchisee shall take appropriate steps to ensure that price terms are clearly and accurately disclosed to potential customers before the order is accepted.
- 9) The Franchisee shall establish a clear procedure for resolving Complaints filed by Subscribers. Complaints may be made orally, in writing (including by e-mail), at the complainant's option.
- 10) The Customer Service Standards set forth herein shall be in addition to the applicable rights and remedies provided by Title 13 of the Maryland Commercial Law Article (the Maryland Consumer Protection Act), as amended. To the extent the Cable Ordinance includes terms or conditions in addition to or inconsistent with provisions of this Agreement, this Agreement shall control.
- 11) The Franchisee shall schedule and conduct maintenance on the Cable System so that scheduled interruption of Cable Service is minimized and occurs during periods of minimum Subscriber use of the Cable System. The Franchisee shall provide reasonable prior notice to Subscribers and the County, when feasible, before interrupting service for planned maintenance or construction, except where such interruption is expected to be two (2) hours or less in duration or where such interruption occurs between the hours of 12:00 midnight and 7:00 AM. Such notice shall be provided by methods reasonably calculated to give Subscribers actual notice of the planned interruption.
- 12) The Subscriber's preference as to the point of entry into the residence shall be observed whenever feasible. The Franchisee shall use due care in the process of installation and shall restore the Subscriber's property to a condition reasonably comparable to its prior condition. Such restoration shall be undertaken and completed promptly if an unsafe condition exists, or if not, as soon as possible after the work causing the damage is completed and shall be restored within no more than thirty (30) days after the work causing the damage is completed.
- 13) In locations where the Franchisee's System must be underground, where possible, Drops must be placed underground as well. Nothing in this Agreement shall be construed to require

the Franchisee to construct, operate, or maintain underground any ground-mounted appurtenances such as customer taps, line extenders, system passive devices, amplifiers, power supplies, pedestals, or other related equipment. Except as Federal law may otherwise require, in any area where the Franchisee would be entitled to install a Drop above-ground, the Franchisee will provide the homeowner the option to have the Drop installed underground if requested, but may charge the homeowner the difference between the actual cost of the above-ground installation and the actual cost of the underground installation.

- 14) The Franchisee shall use its best efforts to collect on delinquent Subscriber accounts before terminating Cable Service. In all cases, the Franchisee shall provide the Subscriber with at least ten (10) days' written notice, with the telephone number to call to arrange payment or to resolve disputes, prior to disconnection. Such notice may be part of a bill statement.
- 15) Under Normal Operating Conditions, each of the following standards shall be met by the Franchisee at least 95% of the time, as measured on a quarterly basis:
- 16) Prompt Service. Installations within one hundred twenty-five (125) feet drop distance of the Franchisee's distribution cable, as determined under §4.4.1, shall be performed within seven (7) business days after an order is placed.
- 17) Repairs and Maintenance. Repairs and maintenance for Service Interruptions and other repairs not requiring work within a Subscriber's premises must be Responded to within 24-hours of the time the Subscriber reports the problem to the Franchisee or its representative or the interruption or need for repairs otherwise becomes known to the Franchisee. Work on all other requests for service shall be scheduled for the next available appointment, or at a later time mutually agreeable to the Franchisee and the Subscriber. The Franchisee shall exercise its best efforts to Respond to such requests for service within three (3) days from the date of the initial request, except installation requests. The failure of the Franchisee to hire sufficient staff or to properly train its staff shall not justify the Franchisee's failure to comply with this provision.
- 18) Service Times. The Franchisee shall perform service calls, installations, and disconnects at least during Normal Business Hours. The Franchisee will offer Subscribers "appointment window" alternatives for arrival to perform installations, service calls and other activities of a maximum four (4) hours scheduled time block. At the Franchisee's discretion, the Franchisee may offer Subscribers appointment arrival times other than these four (4) hour time blocks, if agreeable to the Subscriber.
- 19) Cancellation. The Franchisee may not cancel an appointment with a Subscriber after the close of business on the business day preceding the appointment. If the Franchisee's representative is running late for an appointment with a Subscriber and will not be able to keep the appointment as scheduled, the Subscriber will be contacted, and the appointment rescheduled as necessary, at a time which is convenient for the Subscriber.

EXHIBIT B

GOVERNMENT SERVICE LOCATIONS - DATA

Customer Name	Courtesy End	Street Num	Street	City	State	Zip code
ACADEMY, SOUTHWT	BCPS	6200	JOHNNYCAKE ROAD	GWYNN OAK	MD	21207-3929
ACADEMY, VALLEY	BCPS	303	W CHESAPEAKE AVENUE	TOWSON	MD	21204-4406
BOROUGH ELEM, MIDDLE	BCPS	313	WEST ROAD	ESSEX	MD	21221-3051
BRANCH ELEM, SCOTTS	BCPS	8220	TAWNMOORE ROAD	WINDSOR MILL	MD	21244-3049
CAROL MANOR EL, CAROLMA	BCPS	4434	CARROLL MANOR ROAD	BALDWIN	MD	21013-9773
CATONSVILLE, CENTER	BCPS	901	S ROLLING ROAD	CATONSVILLE	MD	21228-5301
CHRISTIAN DAY, PILGRIM	BCPS	7200	LIBERTY ROAD	GWYNN OAK	MD	21207-3801
CHRISTIAN SCH, REDEEMER	BCPS	6415	MOUNT VISTA ROAD	KINGSVILLE	MD	21087-1342
DAY SCHOOL, CHRISTIA	BCPS	929	INGLESIDE AVENUE	CATONSVILLE	MD	21228-1316
ELEM SCHOOL, HEBBVILL	BCPS	3335	WASHINGTON AVENUE	WINDSOR MILL	MD	21244-3605
ELEM SCHOOL, MONTESSO	BCPS	10807	TONY DRIVE	LUTHERVILLE TIMONIUM	MD	21093-3617
ELEM SCHOOL, SANDALWD	BCPS	900	S MARLYN AVENUE	ESSEX	MD	21221-5643
ELEM, SANDY PLAINS	BCPS	8330	KAVANAGH ROAD	DUNDALK	MD	21222-5621
ELEMENTARY, AL-RAHMA	BCPS	6631	JOHNNYCAKE ROAD	WINDSOR MILL	MD	21244-2401
ELEMENTARY, B HILAND	BCPS	4200	ANNAPOLIS ROAD	HALETHORPE	MD	21227-3617
ELEMENTARY, BATTLEGR	BCPS	7828	SAINT PATRICIA LANE	DUNDALK	MD	21222-3517
ELEMENTARY, BEARCREE	BCPS	1601	MELBOURNE ROAD	DUNDALK	MD	21222-3404
ELEMENTARY, BERSHIRE	BCPS	7431	POPLAR AVENUE	HIGHLANDTOWN	MD	21224-3220
ELEMENTARY, CATONSVI	BCPS	615	FREDERICK ROAD	CATONSVILLE	MD	21228-4626
ELEMENTARY, CEDARMER	BCPS	17	NICODEMUS ROAD	REISTERSTOWN	MD	21136-3224
ELEMENTARY, CHAPEL	BCPS	5200	E JOPPA ROAD	PERRY HALL	MD	21128-9326
ELEMENTARY, CHARLESM	BCPS	7800	W COLLINGHAM DRIVE	DUNDALK	MD	21222-2530
ELEMENTARY, CHURCH	BCPS	3820	FERNESIDE ROAD	RANDALLSTOWN	MD	21133-4618
ELEMENTARY, COLGATE	BCPS	401	FIFTY FIRST STREET	HIGHLANDTOWN	MD	21224-0000
ELEMENTARY, DEER PAR	BCPS	9809	LYONS MILL ROAD	OWINGS MILLS	MD	21117-4817
ELEMENTARY, EDGEEMERE	BCPS	7201	N POINT ROAD	SPARROWS POINT	MD	21219-1303
ELEMENTARY, ELMWOOD	BCPS	531	DALE AVENUE	RASPEBURG	MD	21206-1303
ELEMENTARY, FRANKLIN	BCPS	33	COCKEYS MILL ROAD	REISTERSTOWN	MD	21136-1207
ELEMENTARY, FULLERTO	BCPS	4400	FULLERTON AVENUE	NOTTINGHAM	MD	21236-4615
ELEMENTARY, GLYNDON	BCPS	445	GLYNDON DRIVE	REISTERSTOWN	MD	21136-1605
ELEMENTARY, GRANGE	BCPS	2000	CHURCH ROAD	DUNDALK	MD	21222-3209
ELEMENTARY, HALETHOR	BCPS	4300	MAPLE AVENUE	HALETHORPE	MD	21227-4008
ELEMENTARY, HALSTEAD	BCPS	1111	HALSTEAD ROAD	PARKVILLE	MD	21234-6660
ELEMENTARY, HAWTHORN	BCPS	125	KINGSTON ROAD	MIDDLE RIVER	MD	21220-4815
ELEMENTARY, HERNWOOD	BCPS	9919	MARRIOTTVILLE ROAD	RANDALLSTOWN	MD	21133-1503
ELEMENTARY, HILLCRE	BCPS	1500	FREDERICK ROAD	CATONSVILLE	MD	21228-5019
ELEMENTARY, HOLY FAM	BCPS	9535	LIBERTY ROAD	RANDALLSTOWN	MD	21133-2703
ELEMENTARY, JACKSONV	BCPS	3400	HILLEDALE HEIGHTS ROAD	PHOENIX	MD	21131-1865
ELEMENTARY, LANSDOWN	BCPS	2301	ALMA ROAD	HALETHORPE	MD	21227-1837
ELEMENTARY, LOGAN	BCPS	7601	DUNMANWAY	DUNDALK	MD	21222-5435
ELEMENTARY, MCCORMIC	BCPS	5101	HAZELWOOD AVENUE	RASPEBURG	MD	21206-2226
ELEMENTARY, MILBROOK	BCPS	4300	CREST HEIGHTS ROAD	ARLINGTON	MD	21215-1310
ELEMENTARY, NORWOOD	BCPS	1700	DELVALE AVENUE	DUNDALK	MD	21222-1234
ELEMENTARY, OREMS	BCPS	711	HIGHVILLA ROAD	ESSEX	MD	21221-3261
ELEMENTARY, PADONIA	BCPS	9834	GREENSIDE DRIVE	COCKEYSVILLE	MD	21030-5006
ELEMENTARY, PINEWOOD	BCPS	200	RICKSWOOD ROAD	LUTHERVILLE TIMONIUM	MD	21093-3027
ELEMENTARY, POWHATAN	BCPS	3300	KELOX ROAD	GWYNN OAK	MD	21207-6225
ELEMENTARY, RANDSTWN	BCPS	9013	LIBERTY ROAD	RANDALLSTOWN	MD	21133-3909
ELEMENTARY, REISTERS	BCPS	223	WALGROVE ROAD	REISTERSTOWN	MD	21136-2332
ELEMENTARY, RIDERWOOD	BCPS	1711	LANDRAKE ROAD	TOWSON	MD	21204-1822
ELEMENTARY, SENECA	BCPS	545	CARROLLWOOD ROAD	MIDDLE RIVER	MD	21220-3107
ELEMENTARY, STONELY	BCPS	900	PEMBERTON ROAD	GOVANS	MD	21212-1620
ELEMENTARY, SUMMITPK	BCPS	6920	DIANA ROAD	MT WASHINGTON	MD	21209-1527
ELEMENTARY, VILACRST	BCPS	2600	RADER AVENUE	PARKVILLE	MD	21234-5523
ELEMENTARY, WELLWOOD	BCPS	2901	SMITH AVENUE	PIKESVILLE	MD	21208-4540
ELEMENTARY, WESTOWNE	BCPS	401	HARLEM LANE	CATONSVILLE	MD	21228-1656
ELEMENTARY, WINANDS	BCPS	8301	SCOTTS LEVEL ROAD	PIKESVILLE	MD	21208-2104
ELEMENTARY, WOODBRIDGE	BCPS	1404	PLEASANT VALLEY DRIVE	CATONSVILLE	MD	21228-2539
ELEMENTARY, WOODHOME	BCPS	300	MOUNT WILSON LANE	PIKESVILLE	MD	21208-1136
ELEMENTARY, WOODMOOR	BCPS	3200	ELBA DRIVE	GWYNN OAK	MD	21207-4401
FORGE ELEM, RODGERS	BCPS	250	DUMBARTON ROAD	GOVANS	MD	21212-1443

Customer Name	Courtesy End	Street Num	Street	City	State	Zip code
HALL HIGH SCH,CALVERT	BCPS	8102	LASALLE ROAD BLD	TOWSON	MD	21286-8022
HARFORD HILLS,HARFORD	BCPS	8902	OLD HARFORD ROAD	PARKVILLE	MD	21234-2646
HIGH SCHOOL,EASTERN	BCPS	1100	MACE AVENUE	ESSEX	MD	21221-3315
HIGH SCHOOL,FRANKLIN	BCPS	12000	REISTERSTOWN ROAD	REISTERSTOWN	MD	21136-3041
HIGH SCHOOL,LOCH RAV	BCPS	1212	COWPENS AVENUE	TOWSON	MD	21286-1720
HIGH SCHOOL,OVERLEA	BCPS	5401	KENWOOD AVENUE	RASPEBURG	MD	21206-1418
HIGH SCHOOL,PARKVILL	BCPS	2600	PUTTY HILL AVENUE	PARKVILLE	MD	21234-4309
HIGH SCHOOL,PIKESVIL	BCPS	7621	LABYRINTH ROAD	PIKESVILLE	MD	21208-4411
HIGH SCHOOL,TOWSON	BCPS	114	WARE AVENUE	TOWSON	MD	21204-4003
HIGH,CHESAPKE	BCPS	1801	TURKEY POINT ROAD	ESSEX	MD	21221-1734
HIGH,RANDALLS	BCPS	4000	OFFUTT ROAD	RANDALLSTOWN	MD	21133-3329
JOHN STRICKER,GENERAL	BCPS	7855	TRAPPE ROAD	DUNDALK	MD	21222-2347
JR HIGH,DEERPARK	BCPS	9830	WINANDS ROAD	RANDALLSTOWN	MD	21133-2022
JR HIGH,OLD COUR	BCPS	4627	OLD COURT ROAD	PIKESVILLE	MD	21208-2402
JR/SR HIGH,OWINGS	BCPS	124	TOLLGATE ROAD	OWINGS MILLS	MD	21117-3350
JUNIOR HIGH,HOLIBIRD	BCPS	1701	DELVALE AVENUE	DUNDALK	MD	21222-1235
KINGSVILLE,ELEM	BCPS	7300	SUNSHINE AVENUE	KINGSVILLE	MD	21087-1224
LANE ELEMENTA,FEATHERB	BCPS	6700	RICHARDSON ROAD	GWYNN OAK	MD	21207-4234
LUTH ELEM SCH,ST PAUL	BCPS	2001	OLD FREDERICK ROAD	CATONSVILLE	MD	21228-4119
MAGNET SCHOOL,LUTHERVI	BCPS	1700	YORK ROAD	LUTHERVILLE TIMONIUM	MD	21093-5606
MARTIN BVD EL,MARTIN	BCPS	1500	MARTIN BLVD	MIDDLE RIVER	MD	21220-0000
MIDDLE SCH,DUNDALK	BCPS	7400	DUNMANWAY	DUNDALK	MD	21222-5352
MIDDLE SCHOOL,ARBUTUS	BCPS	5525	SHELBOURNE ROAD	HALETHORPE	MD	21227-2736
MIDDLE SCHOOL,COCKYSVL	BCPS	10401	GREENSIDE DRIVE	COCKEYSVILLE	MD	21030-3327
MIDDLE SCHOOL,DEEP CRK	BCPS	1000	S MARLYN AVENUE	ESSEX	MD	21221-5939
MIDDLE SCHOOL,HEREFORD	BCPS	712	CORBETT ROAD	MONKTON	MD	21111-1538
MIDDLE SCHOOL,MIDRIVER	BCPS	800	MIDDLE RIVER ROAD	MIDDLE RIVER	MD	21220-2545
MIDDLE SCHOOL,PIKESVIL	BCPS	7701	SEVEN MILE LANE	PIKESVILLE	MD	21208-4326
MIDDLE,LANSDOWN	BCPS	2400	LANSDOWNE ROAD	HALETHORPE	MD	21227-2019
MIDDLE,PARKVILLE	BCPS	8711	AVONDALE ROAD	PARKVILLE	MD	21234-4201
MIDDLE,PERRY HALL	BCPS	4300	EBENEZER ROAD	NOTTINGHAM	MD	21236-2142
MIDDLE,PINE GROVE	BCPS	9200	OLD HARFORD ROAD	PARKVILLE	MD	21234-1710
MIDDLE,SUDBROOK	BCPS	4300	BEDFORD ROAD	PIKESVILLE	MD	21208-5813
MIDDLESEX ELE,MIDDLESE	BCPS		LANGLEY ROAD	MIDDLE RIVER	MD	21220-0000
OAKS ELEM,SEVEN	BCPS	9220	SEVEN COURTS DRIVE	NOTTINGHAM	MD	21236-4717
PARKVILLE,SR HIGH	BCPS	2600	PUTTY HILL AVENUE	PARKVILLE	MD	21234-4309
PLAINS ELEM,PLEASANT	BCPS	8300	PLEASANT PLAINS ROAD	TOWSON	MD	21286-8239
PRESCHOOL,ST LUKES	BCPS	7517	N POINT ROAD	SPARROWS POINT	MD	21219-1411
PT JR/SR,SPARROWS	BCPS	7400	N POINT ROAD	SPARROWS POINT	MD	21219-1364
SCHOOL,BATT MON	BCPS	7801	E COLLINGHAM DRIVE	DUNDALK	MD	21222-2503
SCHOOL,HARBOR	BCPS	11251	DOLFIELD BLVD	OWINGS MILLS	MD	21117-3277
SCHOOL,OAKLEIGH	BCPS	1900	WHITE OAK AVENUE	PARKVILLE	MD	21234-3846
SCHOOL,OUR LADY	BCPS	4416	WILKENS AVENUE	BALTIMORE	MD	21229-4720
SCHOOL,RIDGELY	BCPS	121	E RIDGELY ROAD	LUTHERVILLE TIMONIUM	MD	21093-5222
SCHOOL,ST RITA	BCPS	2905	DUNLEER ROAD	DUNDALK	MD	21222-5113
SCHOOL,WHITEOAK	BCPS	8401	LEEFIELD ROAD	PARKVILLE	MD	21234-3817
SCHOOL,WOODLAWN	BCPS	3033	SAINT LUKES LANE	GWYNN OAK	MD	21207-4475
SENIOR HIGH,PERRYHAL	BCPS	4601	EBENEZER ROAD	NOTTINGHAM	MD	21236-1906
SENIOR HIGH,TOWSON	BCPS	69	CEDAR AVENUE	TOWSON	MD	21286-7844
SENIOR HIGH,WOODLAWN	BCPS	1801	WOODLAWN DRIVE	GWYNN OAK	MD	21207-4008
SENIOR,DULANEY	BCPS	255	E PADONIA ROAD	LUTHERVILLE TIMONIUM	MD	21093-1242
SP SCHOOL,EASTWOOD	BCPS	428	WESTHAM WAY	HIGHLANDTOWN	MD	21224-1933
SP SCHOOL,RIDGE	BCPS	1306	W JOPPA ROAD	TOWSON	MD	21204-3616
SPECIAL SCH,CHATSWORTH	BCPS	222	NEW AVENUE	REISTERSTOWN	MD	21136-1322
SPRING ELEM,SHADYSR	BCPS	8868	GOLDENWOOD ROAD	ROSEDALE	MD	21237-2221
SR HIGH,DUNDALK	BCPS	1901	DELVALE AVENUE	DUNDALK	MD	21222-3119
SR HIGH,KENWOOD	BCPS	501	STEMMERS RUN ROAD	ESSEX	MD	21221-3333
ST JAMES LUTH,SCHOOL	BCPS	8	W OVERLEA AVENUE	RASPEBURG	MD	21206-1026
ST MICHAEL,MIDDLE	BCPS	10	WILLOW AVENUE	RASPEBURG	MD	21206-1112
TIMONIUM ELEM,TIMONIUM	BCPS	2001	EASTRIDGE ROAD	LUTHERVILLE TIMONIUM	MD	21093-4332
TV,BCPS	BCPS	938	YORK ROAD	TOWSON	MD	21204-2513
VALLEY ELEM,CROMWELL	BCPS	825	PROVIDENCE ROAD	TOWSON	MD	21286-2964
VO TECH,SOUTHEAS	BCPS	325	SOLLERS POINT ROAD	DUNDALK	MD	21222-6169
VOCATIONAL-TE.WESTERN	BCPS	100	KENWOOD AVENUE	CATONSVILLE	MD	21228-3610

Customer Name	Courtesy End	Street Num	Street	City	State	Zip code
CO FIRE 19,BALTIMORE	FIRE	15	KENMAR AVENUE	OWINGS MILLS	MD	21117-4131
CO FIRE 7,BALTIMORE	FIRE	800	MYRTH AVENUE	ESSEX	MD	21221-3501
EMS/RESCUE VO,HEREFORD	FIRE	901	MONKTON ROAD	MONKTON	MD	21111-1110
FIRE DEPART,DUNDALK	FIRE	2815	SOLLERS POINT ROAD	DUNDALK	MD	21222-4648
FIRE HS,MIDDLE RIVER	FIRE	609	COMPASS ROAD	MIDDLE RIVER	MD	21220-2543
FIREFIGHTERS,HALETHOR	FIRE	4500	WASHINGTON BLVD	HALETHORPE	MD	21227-4441
MILLS VFD,OWINGS	FIRE	10401	OWINGS MILLS BLVD	OWINGS MILLS	MD	21117-7800
RIVER VOL FIR,MIDDLE	FIRE	1100	WILSON POINT ROAD	MIDDLE RIVER	MD	21220-5006
STATION #54,FIRE	FIRE	12426	EASTERN AVENUE	MIDDLE RIVER	MD	21220-1308
VOL FIRE CO,ARBUTUS	FIRE	5200	SOUTHWESTERN BLVD	HALETHORPE	MD	21227-2820
VOL FIRE CO,ARCADIA	FIRE	5415	ARCADIA AVENUE	UPPERCO	MD	21155-9346
VOL FIRE CO,BOORING	FIRE	14711	OLD HANOVER ROAD	UPPERCO	MD	21155-9747
VOL FIRE CO,BUTLER	FIRE	15019	FALLS ROAD	COCKEYSVILLE	MD	21030-0000
VOL FIRE CO,EDGEWATER	FIRE	7500	N POINT ROAD	SPARROWS POINT	MD	21219-1412
VOL FIRE CO,HYDE PK	FIRE	1449	SUSSEX ROAD	ESSEX	MD	21221-6034
VOL FIRE CO,KINGSVILLE	FIRE	11601	BELLVUE AVENUE	KINGSVILLE	MD	21087-1613
VOL FIRE CO,LIBERTY	FIRE	10010	LIBERTY ROAD	RANDALLSTOWN	MD	21133-1402
VOL FIRE CO,LONGGREEN	FIRE	4506	LONG GREEN ROAD	GLEN ARM	MD	21057-9736
VOL FIRE CO,LUTHERVI	FIRE	1609	BELLONA AVENUE	LUTHERVILLE TIMONIUM	MD	21093-5528
VOL FIRE CO,MD LINE	FIRE	21631	YORK ROAD	FREELAND	MD	21053-9674
1 BALTO GOV,DISTRICT	MUNICIPAL	400	WASHINGTON AVENUE	TOWSON	MD	21204-4606
CENTER,COCKEYSV	MUNICIPAL	9836	GREENSIDE DRIVE	COCKEYSVILLE	MD	21030-5006
CNTY OFF TECH,BALTO	MUNICIPAL	300	LENNOX AVENUE	TOWSON	MD	21286-5342
COMM CENTER,FLEMING	MUNICIPAL	641	MAIN STREET	DUNDALK	MD	21222-6246
COMM CENTER,WOODLAWN	MUNICIPAL	2120	GWYNN OAK AVENUE	GWYNN OAK	MD	21207-6003
COMMUNITY CENTER,FULLERTON	MUNICIPAL	7209	BELAIR ROAD	RASPEBURG	MD	21206-1129
COMMUNITY CENTER,INVERNESS	MUNICIPAL	8301	LYNCH ROAD	DUNDALK	MD	21222-3340
COUNCIL,COUNTY	MUNICIPAL	7839	EASTPOINT MALL	HIGHLANDTOWN	MD	21224-2116
COUNTIES #3,BALTIMOR	MUNICIPAL	8	CLARKS LANE	REISTERSTOWN	MD	21136-5810
COUNTY GOV,BALT	MUNICIPAL	400	WASHINGTON AVENUE	TOWSON	MD	21204-4606
COUNTY GOV,BALTIMOR	MUNICIPAL	7400	JOHNNYCAKE ROAD	CATONSVILLE	MD	21228-1034
COUNTY GOV,BALTIMOR	MUNICIPAL	600	DORSEY AVENUE	ESSEX	MD	21221-4927
COUNTY GOV,BALTIMOR	MUNICIPAL	332	RIVERSIDE DRIVE	ESSEX	MD	21221-6828
COUNTY GOV,BALTIMOR	MUNICIPAL	7700	DUNMANWAY	DUNDALK	MD	21222-5436
COUNTY GOV,BALTIMOR	MUNICIPAL	6814	GOLDEN RING ROAD	ROSEDALE	MD	21237-2105
COUNTY GOV,BALTIMOR	MUNICIPAL	805	BACK RIVER NECK ROAD	ESSEX	MD	21221-1921
COUNTY GOV,BALTIMOR	MUNICIPAL	6636	LOCH RAVEN BLVD	NORTHWOOD	MD	21239-1424
COUNTY GOV,BALTIMOR	MUNICIPAL	3101	PAPER MILL ROAD	PHOENIX	MD	21131-1431
COUNTY GOV,BALTIMOR	MUNICIPAL	10535	YORK ROAD	COCKEYSVILLE	MD	21030-2364
COUNTY GVT,BALTIMOR	MUNICIPAL	400	WASHINGTON AVENUE	TOWSON	MD	21204-4606
COUNTY QIT,BALT	MUNICIPAL	400	WASHINGTON AVENUE	TOWSON	MD	21204-4606
HWY SHOP #42,BALTIMO	MUNICIPAL	20046	MIDDLETOWN ROAD	FREELAND	MD	21053-9427
HWY SHOP #43,BALTO CO	MUNICIPAL	19128	GRAYSTONE ROAD	WHITE HALL	MD	21161-9127
INTEL,BALTO CO	MUNICIPAL	700	E JOPPA ROAD	TOWSON	MD	21286-5505
LOCAL 1311,BCPFF	MUNICIPAL	52	SCOTT ADAM ROAD	COCKEYSVILLE	MD	21030-3217
PARK,HOLT	MUNICIPAL	34	ELMONT AVENUE	RASPEBURG	MD	21206-1322
ROCK MAIN FAC,DOUBLE	MUNICIPAL	7704	BELAIR ROAD	BALTIMORE	MD	21236-4004
SENIOR CENTER,BYKOTA	MUNICIPAL	611	CENTRAL AVENUE	TOWSON	MD	21204-4218
SOUPUP ARENA,BALTO	MUNICIPAL	4905	E JOPPA ROAD	PERRY HALL	MD	21128-0000
SPRING PAL,SHADY	MUNICIPAL	8876	GOLDENWOOD ROAD	ROSEDALE	MD	21237-2221
WATERSEdge,COMMUNITY CENTER	MUNICIPAL	7894	DUNDALK AVENUE	DUNDALK	MD	21222-5926
ADMIN OFFICES,POLICE	POLICE	700	E JOPPA ROAD	TOWSON	MD	21286-5505
POLICE DEPT,BC	POLICE	1205	YORK ROAD	LUTHERVILLE TIMONIUM	MD	21093-6211

GOVERNMENT SERVICE LOCATIONS – VIDEO

Customer Name	Courtesy End	VIP Description	Street Num	Street	City	State	Zip Code
LIBRARY, COCKSVIL	BCPL	LIBRARY RES	9833	GREENSIDE DRIVE	COCKEYSVILLE	MD	21030-5028
LIBRARY, ESSEX	BCPL	LIBRARY RES	1110	EASTERN BLVD	ESSEX	MD	21221-3419
LIBRARY, LANDDOWN	BCPL	LIBRARY RES	500	THIROAD AVENUE	HALETHORPE	MD	21227-3218
LIBRARY, PARKVILL	BCPL	LIBRARY RES	9509	HARFORAD ROAD	PARKVILLE	MD	21234-3119
LIBRARY, PIKESVIL	BCPL	LIBRARY RES	1301	REISTERSTOWN ROAD	PIKESVILLE	MD	21208-3831
LIBRARY, RANDALLS	BCPL	LIBRARY RES	8604	LIBERTY ROAD	RANDALLSTOWN	MD	21133-4707
LIBRARY, ROSEDALE	BCPL	LIBRARY RES	6105	KENWOOD AVENUE	ROSEDALE	MD	21237-2019
NORTH PT LIB, NORTH PT	BCPL	LIBRARY RES	1716	MERRITT BLVD	DUNDALK	MD	21222-3212
REISTERSTOWN LIB, REISTERSTO	BCPL	LIBRARY RES	21	COCKEYS MILL ROAD	REISTERSTOWN	MD	21136-1207
SYSTEM, BCPL	BCPL	LIBRARY RES	320	YORK ROAD	TOWSON	MD	21204-5121
BOROUGH ELEM, MIDDLE	BCPS	SCHOOL RES	313	WEST ROAD	ESSEX	MD	21221-3051
BOY ELEMENTRY, PRETTY	BCPS	SCHOOL RES	19810	MIDDLETOWN ROAD	FREELAND	MD	21053-9403
BRANCH ELEM, SCOTTS	BCPS	SCHOOL RES	8220	TAWNMOORE ROAD	WINDSOR MILL	MD	21244-3049
CENTER (SCHOOL), RUXTON	BCPS	SCHOOL RES	6919	N CHARLES STREET	TOWSON	MD	21204-3711
CRESTA ELEM, VILLA	BCPS	SCHOOL RES		RADER AVENUE	PARKVILLE	MD	21234-0000
DEEPCREEK EL, DEEPCREE	BCPS	SCHOOL RES	1101	E HOMBERG AVENUE	ESSEX	MD	21221-3744
DISTRICT ELEM, FIFTH	BCPS	SCHOOL RES	3725	MOUNT CARMEL ROAD	UPPERCO	MD	21155-9570
DISTRICT ELM, 7TH	BCPS	SCHOOL RES	20300	YORK ROAD	PARKTON	MD	21120-9234
ELEM SCHOOL, HEBBIVILL	BCPS	SCHOOL RES	3335	WASHINGTON AVENUE	WINDSOR MILL	MD	21244-3605
ELEM SCHOOL, NEW TOWN	BCPS	SCHOOL RES	4924	NEW TOWN BLVD	OWINGS MILLS	MD	21117-7411
ELEM SCHOOL, SANDALWD	BCPS	SCHOOL RES	900	S MARLYN AVENUE	ESSEX	MD	21221-5843
ELEM SCHOOL, SPARKS	BCPS	SCHOOL RES	1000	SPARKS ROAD	SPARKS	MD	21152-9323
ELEM, GUNPOWDER	BCPS	SCHOOL RES	9540	HOLIDAY MANOR ROAD	NOTTINGHAM	MD	21236-1414
ELEMENTARY, BATTLEGR	BCPS	SCHOOL RES	7828	SAINT PATRICIA LANE	DUNDALK	MD	21222-3517
ELEMENTARY, CATONSVI	BCPS	SCHOOL RES	615	FREDERICK ROAD	CATONSVILLE	MD	21228-4626
ELEMENTARY, CEDARMER	BCPS	SCHOOL RES	17	NICODEMUS ROAD	REISTERSTOWN	MD	21136-3224
ELEMENTARY, CHAPEL	BCPS	SCHOOL RES	5200	E JOPPA ROAD	PERRY HALL	MD	21128-9326
ELEMENTARY, CHARLESM	BCPS	SCHOOL RES	7800	W COLLINGHAM DRIVE	DUNDALK	MD	21222-2530
ELEMENTARY, EDGEMERE	BCPS	SCHOOL RES	7201	NORTH POINT ROAD	SPARROWS POINT	MD	21219-1303
ELEMENTARY, ESSEX	BCPS	SCHOOL RES	100	MACE AVENUE	ESSEX	MD	21221-6925
ELEMENTARY, FRANKLIN	BCPS	SCHOOL RES	33	COCKEYS MILL ROAD	REISTERSTOWN	MD	21136-1207
ELEMENTARY, FT GARR	BCPS	SCHOOL RES	3310	WOODVALLEY DRIVE	PIKESVILLE	MD	21208-1955
ELEMENTARY, GLYNDON	BCPS	SCHOOL RES	445	GLYNDON DRIVE	REISTERSTOWN	MD	21136-1605
ELEMENTARY, GLYNDON	BCPS	SCHOOL RES	445	GLYNDON DRIVE	REISTERSTOWN	MD	21136-1605
ELEMENTARY, GRANGE	BCPS	SCHOOL RES	2000	CHURCH ROAD	DUNDALK	MD	21222-3209
ELEMENTARY, HALETHOR	BCPS	SCHOOL RES	4300	MAPLE AVENUE	HALETHORPE	MD	21227-4008
ELEMENTARY, HALSTEAD	BCPS	SCHOOL RES	1111	HALSTEAD ROAD	PARKVILLE	MD	21234-6660
ELEMENTARY, HAWTHORN	BCPS	SCHOOL RES	125	KINGSTON ROAD	MIDDLE RIVER	MD	21220-4815
ELEMENTARY, HERNWOOD	BCPS	SCHOOL RES	9919	MARRIOTTSVILLE ROAD	RANDALLSTOWN	MD	21133-1503
ELEMENTARY, HILLCRES	BCPS	SCHOOL RES	1500	FREDERICK ROAD	CATONSVILLE	MD	21228-5019
ELEMENTARY, HOLY FAM	BCPS	SCHOOL RES	9535	LIBERTY ROAD	RANDALLSTOWN	MD	21133-2703
ELEMENTARY, JACKSONV	BCPS	SCHOOL RES	3400	HILLEDALE HEIGHTS ROAD	PHOENIX	MD	21131-1865
ELEMENTARY, JEMICY	BCPS	SCHOOL RES	11	CELADON ROAD	OWINGS MILLS	MD	21117-3009
ELEMENTARY, JOHNNYCA	BCPS	SCHOOL RES	5910	CRAIGMONT ROAD	CATONSVILLE	MD	21228-1207
ELEMENTARY, LANDDOWN	BCPS	SCHOOL RES	2301	ALMA ROAD	HALETHORPE	MD	21227-1837
ELEMENTARY, LOGAN	BCPS	SCHOOL RES	7601	DUNMANWAY	DUNDALK	MD	21222-5435
ELEMENTARY, M CHOICE	BCPS	SCHOOL RES	4901	SHELBOURNE ROAD	HALETHORPE	MD	21227-1315
ELEMENTARY, MCCORMIC	BCPS	SCHOOL RES	5101	HAZELWOOD AVENUE	RASPEBURG	MD	21206-2226
ELEMENTARY, MILBROOK	BCPS	SCHOOL RES	4300	CREST HEIGHTS ROAD	ARLINGTON	MD	21215-1310
ELEMENTARY, NORWOOD	BCPS	SCHOOL RES	1700	DELVALE AVENUE	DUNDALK	MD	21222-1234
ELEMENTARY, OREMS	BCPS	SCHOOL RES	711	HIGHVILLA ROAD	ESSEX	MD	21221-3261
ELEMENTARY, OWINGS MILLS	BCPS	SCHOOL RES	10824	REISTERSTOWN ROAD	OWINGS MILLS	MD	21117-2704
ELEMENTARY, PADONIA	BCPS	SCHOOL RES	9834	GREENSIDE DRIVE	COCKEYSVILLE	MD	21030-5006
ELEMENTARY, POWHATAN	BCPS	SCHOOL RES	3300	KELOX ROAD	GWYNN OAK	MD	21207-6225
ELEMENTARY, RANDALSTOWN	BCPS	SCHOOL RES	9013	LIBERTY ROAD	RANDALLSTOWN	MD	21133-3909
ELEMENTARY, REISTERSTOWN	BCPS	SCHOOL RES	223	WALGROVE ROAD	REISTERSTOWN	MD	21136-2332
ELEMENTARY, RELAY	BCPS	SCHOOL RES	5885	SELFORD ROAD	HALETHORPE	MD	21227-4213
ELEMENTARY, RIDERWOOD	BCPS	SCHOOL RES	1711	LANDRAKE ROAD	TOWSON	MD	21204-1822
ELEMENTARY, RIVERVIE	BCPS	SCHOOL RES	3298	KESSLER ROAD	HALETHORPE	MD	21227-4743
ELEMENTARY, SENECA	BCPS	SCHOOL RES	545	CARROLLWOOD ROAD	MIDDLE RIVER	MD	21220-3107
ELEMENTARY, ST CLEME	BCPS	SCHOOL RES	1216	CHESACO AVENUE	ROSEDALE	MD	21237-2602
ELEMENTARY, STONELY	BCPS	SCHOOL RES	900	PEMBERTON ROAD	GOVANS	MD	21212-1620
ELEMENTARY, SUMMITPK	BCPS	SCHOOL RES	6920	DIANA ROAD	MT WASHINGTON	MD	21209-1527

Customer Name	Courtesy End	VIP Description	Street Num	Street	City	State	Zip Code
ELEMENTARY,TIMBERGR	BCPS	SCHOOL RES	701	ACADEMY AVENUE	OWINGS MILLS	MD	21117-1302
ELEMENTARY,VILACRST	BCPS	SCHOOL RES	2600	RADER AVENUE	PARKVILLE	MD	21234-5523
ELEMENTARY,WELLWOOD	BCPS	SCHOOL RES	2901	SMITH AVENUE	PIKESVILLE	MD	21208-4540
ELEMENTARY,WINANDS	BCPS	SCHOOL RES	8301	SCOTTS LEVEL ROAD	PIKESVILLE	MD	21208-2104
ELEMENTARY,WOODBRDG	BCPS	SCHOOL RES	1404	PLEASANT VALLEY DRIVE	CATONSVILLE	MD	21228-2539
ELEMENTARY,WOODHOME	BCPS	SCHOOL RES	300	MOUNT WILSON LANE	PIKESVILLE	MD	21208-1136
ELEMENTARY,WOODMOOR	BCPS	SCHOOL RES	3200	ELBA DRIVE	GWYNN OAK	MD	21207-4401
ESTATE ELEM,MARS	BCPS	SCHOOL RES	1500	E HOMBERG AVENUE	ESSEX	MD	21221-3717
FARM ELEM,TY,VINCENT	BCPS	SCHOOL RES	6019	EBENEZER ROAD	WHITE MARSH	MD	21162-1931
GROVE ELEM,PINE	BCPS	SCHOOL RES	2701	SUMMIT AVENUE	PARKVILLE	MD	21234-1610
HAMPTON ELEM,HAMPTON	BCPS	SCHOOL RES	1115	CHARMUTH ROAD	LUTHERVILLE TIMONIUM	MD	21093-6402
HIGH SCHOOL,EASTERN	BCPS	SCHOOL RES	1100	MADE AVENUE	ESSEX	MD	21221-3315
HIGH SCHOOL,HEREFORD	BCPS	SCHOOL RES	17301	YORK ROAD	PARKTON	MD	21120-9757
HIGH SCHOOL,LOCH RAV	BCPS	SCHOOL RES	1212	COWPENS AVENUE	TOWSON	MD	21286-1720
HIGH SCHOOL,MILFORD	BCPS	SCHOOL RES	4212	BEDFORD ROAD	PIKESVILLE	MD	21208-5811
HIGH SCHOOL,MT CARME	BCPS	SCHOOL RES	1706	OLD EASTERN AVENUE	ESSEX	MD	21221-2203
HIGH SCHOOL,NEW TOWN	BCPS	SCHOOL RES	4931	NEW TOWN BLVD	OWINGS MILLS	MD	21117-7412
HIGH SCHOOL,OVERLEA	BCPS	SCHOOL RES	5401	KENWOOD AVENUE	RASPEBURG	MD	21206-1418
HIGH SCHOOL,PARKVILL	BCPS	SCHOOL RES	2600	PUTTY HILL AVENUE	PARKVILLE	MD	21234-4309
HIGH SCHOOL,PIKESVIL	BCPS	SCHOOL RES	7621	LABYRINTH ROAD	PIKESVILLE	MD	21208-4411
HIGH SCHOOL,TOWSON	BCPS	SCHOOL RES	114	WARE AVENUE	TOWSON	MD	21204-4003
HIGH,CHESAPEKE	BCPS	SCHOOL RES	1801	TURKEY POINT ROAD	ESSEX	MD	21221-1734
HIGH,RANDALLS	BCPS	SCHOOL RES	4000	OFFUTT ROAD	RANDALLSTOWN	MD	21133-3329
JOHN STRICKER,GENERAL	BCPS	SCHOOL RES	7855	TRAPPE ROAD	DUNDALK	MD	21222-2347
JR HIGH,DEERPARK	BCPS	SCHOOL RES	9830	WINANDS ROAD	RANDALLSTOWN	MD	21133-2022
JR HIGH,GOLDEN	BCPS	SCHOOL RES	6700	KENWOOD AVENUE	ROSEDALE	MD	21237-1818
JR HIGH,OLD COUR	BCPS	SCHOOL RES	4627	OLD COURT ROAD	PIKESVILLE	MD	21208-2402
JR/SR HIGH,OWINGS	BCPS	SCHOOL RES	124	TOLLGATE ROAD	OWINGS MILLS	MD	21117-3350
JUNIOR HIGH,HOLIBIRD	BCPS	SCHOOL RES	1701	DELVALE AVENUE	DUNDALK	MD	21222-1235
KINGSVILLE,ELEM	BCPS	SCHOOL RES	7300	SUNSHINE AVENUE	KINGSVILLE	MD	21087-1224
LANE ELEMENTA,FEATHERB	BCPS	SCHOOL RES	6700	RICHARDSON ROAD	GWYNN OAK	MD	21207-4234
LOCHRAVEN JR,LOCHRAVE	BCPS	SCHOOL RES	8101	LASALLE ROAD	TOWSON	MD	21286-8023
MAGNET SCHOOL,LUTHERVI	BCPS	SCHOOL RES	1700	YORK ROAD	LUTHERVILLE TIMONIUM	MD	21093-5606
MARTIN BVD EL,MARTIN	BCPS	SCHOOL RES	1500	MARTIN BLVD	MIDDLE RIVER	MD	21220-0000
MIDDLE SCH,DUNDALK	BCPS	SCHOOL RES	7400	DUNMANWAY	DUNDALK	MD	21222-5352
MIDDLE SCHOOL,ARBUS	BCPS	SCHOOL RES	5525	SHELBOURNE ROAD	HALETHORPE	MD	21227-2736
MIDDLE SCHOOL,COCKYSVL	BCPS	SCHOOL RES	10401	GREENSIDE DRIVE	COCKEYSVILLE	MD	21030-3327
MIDDLE SCHOOL,DEEP CRK	BCPS	SCHOOL RES	1000	S MARLYN AVENUE	ESSEX	MD	21221-5939
MIDDLE SCHOOL,HEREFORD	BCPS	SCHOOL RES	712	CORBETT ROAD	MONKTON	MD	21111-1538
MIDDLE SCHOOL,MIDRIVER	BCPS	SCHOOL RES	800	MIDDLE RIVER ROAD	MIDDLE RIVER	MD	21220-2545
MIDDLE SCHOOL,PIKESVIL	BCPS	SCHOOL RES	7701	SEVEN MILE LANE	PIKESVILLE	MD	21208-4326
MIDDLE,LANSDOWN	BCPS	SCHOOL RES	2400	LANSDOWNE ROAD	HALETHORPE	MD	21227-2019
MIDDLE,PERRYHAL	BCPS	SCHOOL RES	4300	EBENEZER ROAD	NOTTINGHAM	MD	21236-2142
MIDDLE,PRKVILLE	BCPS	SCHOOL RES	8711	AVONDALE ROAD	PARKVILLE	MD	21234-4201
MIDDLE,SIDEBROOK	BCPS	SCHOOL RES	4300	BEDFORD ROAD	PIKESVILLE	MD	21208-5813
MIDDLESEX ELE,MIDDLESE	BCPS	SCHOOL RES		LANGLEY ROAD	MIDDLE RIVER	MD	21220-0000
OAKS ELEM,SEVEN	BCPS	SCHOOL RES	9220	SEVEN COURTS DRIVE	NOTTINGHAM	MD	21236-4717
PARKVILLE,SR HIGH	BCPS	SCHOOL RES	2600	PUTTY HILL AVENUE	PARKVILLE	MD	21234-4309
PUB SCH HR,BALTO CO	BCPS	SCHOOL RES	9600	PULASKI PARK DRIVE	MIDDLE RIVER	MD	21220-1472
PUBLIC SCHOOL,BALTIMOR	BCPS	SCHOOL RES	600	STEMMERS RUN ROAD	ESSEX	MD	21221-3318
PUBLIC SCHOOL,BALTO CO	BCPS	SCHOOL RES	800	STABLERS CHURCH ROAD	PARKTON	MD	21120-9119
RUN ELEMEN,REDHOUSE	BCPS	SCHOOL RES	1717	WEYBURN ROAD	ROSEDALE	MD	21237-1722
RUN MIDDLE SCH,STEMMERS	BCPS	SCHOOL RES	201	STEMMERS RUN ROAD	ESSEX	MD	21221-3405
SCHOOL,OAKLEIGH	BCPS	SCHOOL RES	1900	WHITE OAK AVENUE	PARKVILLE	MD	21234-3846
SCHOOL,RIDGELY	BCPS	SCHOOL RES	121	E RIDGELY ROAD	LUTHERVILLE TIMONIUM	MD	21093-5222
SCHOOL,WHITEOAK	BCPS	SCHOOL RES	8401	LEEFIELD ROAD	PARKVILLE	MD	21234-3817
SCHOOL,WOODLAWN	BCPS	SCHOOL RES	3033	SAINT LUKE'S LANE	GWYNN OAK	MD	21207-4475
SENIOR HIGH,LANSDOWN	BCPS	SCHOOL RES	3800	HOLLINS FERRY ROAD	HALETHORPE	MD	21227-2022
SENIOR HIGH,PERRYHAL	BCPS	SCHOOL RES	4601	EBENEZER ROAD	NOTTINGHAM	MD	21236-1906
SENIOR HIGH,TOWSON	BCPS	SCHOOL RES	69	CEDAR AVENUE	TOWSON	MD	21286-7844
SP SCHOOL,EASTWOOD	BCPS	SCHOOL RES	428	WESTHAM WAY	HIGHLANDTOWN	MD	21224-1933
SR HIGH,KENWOOD	BCPS	SCHOOL RES	501	STEMMERS RUN ROAD	ESSEX	MD	21221-3333
SUSSEX ELEM,SUSSEX	BCPS	SCHOOL RES	515	S WOODWARD DRIVE	ESSEX	MD	21221-6847
TERRACE ELE,CHESAPEA	BCPS	SCHOOL RES	2112	LODGE FARM ROAD	SPARROWS POINT	MD	21219-2131
TIMONIUM ELEM,TIMONIUM	BCPS	SCHOOL RES	2001	EASTRIDGE ROAD	LUTHERVILLE TIMONIUM	MD	21093-4332
TV,BCPS	BCPS	SCHOOL RES	938	YORK ROAD	TOWSON	MD	21204-2513
VO TECH,SOUTHEAS	BCPS	SCHOOL RES	325	SOLLERS POINT ROAD	DUNDALK	MD	21222-6169
VOCATIONAL-TE,WESTERN	BCPS	SCHOOL RES	100	KENWOOD AVENUE	CATONSVILLE	MD	21228-3610
WINFIELD ELEM,WINFIELD	BCPS	SCHOOL RES	8300	CARLSON LANE	WINDSOR MILL	MD	21244-1309

Customer Name	Courtesy End	VIP Description	Street Num	Street	City	State	Zip Code
BALT CO.COMM COLLEGE	CCBC	SCHOOL RES	7200	SOXLLERS POINT ROAD	DUNDALK	MD	21222-4649
CATONSVILLE,CCBC	CCBC	SCHOOL RES	800	S ROLLING ROAD	CATONSVILLE	MD	21228-5317
COMM COLLEGE ESSEX	CCBC	SCHOOL RES	7201	ROSSVILLE BLVD	ROSEDALE	MD	21237-3855
BCH VOL FIRE,ROCKAWAY	FIRE	FIREHOUSE		TURKEY POINT ROAD	ESSEX	MD	21221-0000
CO FIRE 15,BALTIMORE	FIRE	FIREHOUSE	1056	S NORTH POINT ROAD	HIGHLANDTOWN	MD	21224-3307
CO FIRE 18,BALTIMORE	FIRE	FIREHOUSE	3610	BRENBROOK DRIVE	RANDALLSTOWN	MD	21133-4704
CO FIRE 19,BALTIMORE	FIRE	FIREHOUSE	15	KENMAR AVENUE	OWINGS MILLS	MD	21117-4131
CO FIRE 7,BALTIMORE	FIRE	FIREHOUSE	800	MYRTH AVENUE	ESSEX	MD	21221-3501
COUNTY FIRE #9,BALTIMORE	FIRE	FIREHOUSE	6800	NORTH POINT ROAD	SPARROWS POINT	MD	21219-1214
COUNTY FIRE 17,BALTIMORE	FIRE	FIREHOUSE	9835	YORK ROAD	COCKEYSVILLE	MD	21030-4913
EMS/RESCUE VO,HEREFORD	FIRE	FIREHOUSE	901	MONKTON ROAD	MONKTON	MD	21111-1110
FIRE #3,BALT CO	FIRE	FIREHOUSE	7223	WINDSOR MILL ROAD	WINDSOR MILL	MD	21244-2837
FIRE DEPART,DUNDALK	FIRE	FIREHOUSE	2815	SOXLLERS POINT ROAD	DUNDALK	MD	21222-4648
FIRE DEPT LIAISON,BALTO CO	FIRE	FIREHOUSE	401	BOSLEY AVENUE	TOWSON	MD	21204-4420
FIRE DEPT.,BALT. CO.	FIRE	FIREHOUSE	700	E JOPPA ROAD	TOWSON	MD	21286-5505
FIRE HOUSE,PIKESVILLE	FIRE	FIREHOUSE	22	WALKER AVENUE	PIKESVILLE	MD	21208-4003
FIRE HS,MIDDLE RIVER	FIRE	FIREHOUSE	609	COMPASS ROAD	MIDDLE RIVER	MD	21220-2543
FIRE STAT 4,BALTO CO	FIRE	FIREHOUSE	756	FREDERICK ROAD	CATONSVILLE	MD	21228-4504
FIRE STATION,BROOKLAN	FIRE	FIREHOUSE	10017	FALLS ROAD	LUTHERVILLE TIMONIUM	MD	21093-3608
FIRE STATION,TOWSON	FIRE	FIREHOUSE	204	COURTLAND AVENUE	TOWSON	MD	21204-4703
FIREDEPARTMNT,BALTO CO	FIRE	FIREHOUSE	18615	MIDDLETOWN ROAD	PARKTON	MD	21120-9091
FIREFIGHTERS,HALETHOR	FIRE	FIREHOUSE	4500	WASHINGTON BLVD	HALETHORPE	MD	21227-4441
FIRESTATION.FRANKLIN	FIRE	FIREHOUSE	600	NICODEMUS ROAD	REISTERSTOWN	MD	21136-6049
FIRESTATION,WESTVIEW	FIRE	FIREHOUSE	6300	JOHNNYCAKE ROAD	GWYNN OAK	MD	21207-3931
GUARD FIRE DPT,AIR NAT	FIRE	FIREHOUSE	2701	EASTERN BLVD DPT FIRE	MIDDLE RIVER	MD	21220-0000
HALL FIRE,PERRY	FIRE	FIREHOUSE	9325	BELAIR ROAD	BALTIMORE	MD	21236-1608
JACKSONVILLE,VOL FIRE	FIRE	FIREHOUSE	3500	SWEET AIR ROAD	PHOENIX	MD	21131-1824
MILLS VFD,OWINGS	FIRE	FIREHOUSE	10401	OWINGS MILLS BLVD	OWINGS MILLS	MD	21117-7800
RIVER VOL FIR,MIDDLE	FIRE	FIREHOUSE	1100	WILSON POINT ROAD	MIDDLE RIVER	MD	21220-5006
STATION #54,FIRE	FIRE	FIREHOUSE	12426	EASTERN AVENUE	MIDDLE RIVER	MD	21220-1308
VOL FIRE CO,ARBUTUS	FIRE	FIREHOUSE	5200	SOUTHWESTERN BLVD	HALETHORPE	MD	21227-2820
VOL FIRE CO,ARCADIA	FIRE	FIREHOUSE	5415	ARCADIA AVENUE	UPPERCO	MD	21155-9346
VOL FIRE CO,BORING	FIRE	FIREHOUSE	14711	OLD HANOVER ROAD	UPPERCO	MD	21155-9747
VOL FIRE CO,BUTLER	FIRE	FIREHOUSE	15019	FALLS ROAD	COCKEYSVILLE	MD	21030-0000
VOL FIRE CO,EDGEMERE	FIRE	FIREHOUSE	7500	NORTH POINT ROAD	SPARROWS POINT	MD	21219-1412
VOL FIRE CO,HEREFORD	FIRE	FIREHOUSE	510	MONKTON ROAD	MONKTON	MD	21111-1120
VOL FIRE CO,HYDE PK	FIRE	FIREHOUSE	1449	SUSSEX ROAD	ESSEX	MD	21221-6034
VOL FIRE CO,KINGSVILLE	FIRE	FIREHOUSE	11601	BELLVUE AVENUE	KINGSVILLE	MD	21087-1613
VOL FIRE CO,LIBERTY	FIRE	FIREHOUSE	10010	LIBERTY ROAD	RANDALLSTOWN	MD	21133-1402
VOL FIRE CO,LONGGREEN	FIRE	FIREHOUSE	4506	LONG GREEN ROAD	GLEN ARM	MD	21057-9736
VOL FIRE CO,LUTHERVI	FIRE	FIREHOUSE	1609	BELLONA AVENUE	LUTHERVILLE TIMONIUM	MD	21093-5528
VOL FIRE CO,MD LINE	FIRE	FIREHOUSE	21631	YORK ROAD	FREELAND	MD	21053-9674
VOL FIRE CO,PIKESVIL	FIRE	FIREHOUSE	40	E SUDBROOK LANE	PIKESVILLE	MD	21208-4013
VOL FIRE CO,PROVIDEN	FIRE	FIREHOUSE	1416	PROVIDENCE ROAD	TOWSON	MD	21286-1520
VOL FIRE CO,ROSEDALE	FIRE	FIREHOUSE	8037	PHILADELPHIA ROAD	ROSEDALE	MD	21237-2627
VOL FIRE CO,WISE AVE	FIRE	FIREHOUSE	214	WISE AVENUE	DUNDALK	MD	21222-4910
VOL FIRE DEPT,ARCADIA	FIRE	FIREHOUSE	16020	CARNIVAL AVENUE	UPPERCO	MD	21155-9509

Customer Name	Courtesy End	VIP Description	Street Num	Street	City	State	Zip Code
1 BALTO GOV,DISTRICT	MUNICIPAL	GOVERNMENT RES	400	WASHINGTON AVENUE	TOWSON	MD	21204-4606
1 SMD OFFICE,DISTRICT	MUNICIPAL	GOVERNMENT RES	400	WASHINGTON AVENUE	TOWSON	MD	21204-4606
13 - OFFICE,DISTRICT	MUNICIPAL	GOVERNMENT RES	400	WASHINGTON AVENUE	TOWSON	MD	21204-4606
911,BALTO CO	MUNICIPAL	GOVERNMENT RES	401	BOSLEY AVENUE	TOWSON	MD	21204-4420
ACADEMY,SOUTHWSTREET	MUNICIPAL	GOVERNMENT RES	6200	JOHNNYCAKE ROAD	GWYNN OAK	MD	21207-3929
AGING OFFICE,DEPART	MUNICIPAL	GOVERNMENT RES	855	SULPHUR SPRING ROAD	HALETHORPE	MD	21227-2745
ALARMERS VOL,CENTRAL	MUNICIPAL	GOVERNMENT RES	7856	BELAIR ROAD	BALTIMORE	MD	21236-3703
ATTORNEY OFFICE,STATES	MUNICIPAL	GOVERNMENT RES	401	BOSLEY AVENUE	TOWSON	MD	21204-4420
BOARD OF ED,GREENWOOD	MUNICIPAL	GOVERNMENT RES	6901	N CHARLES STREET	TOWSON	MD	21204-3780
BUILDING,PUBLIC SAFETY	MUNICIPAL	GOVERNMENT RES	700	E JOPPA ROAD	TOWSON	MD	21286-5505
BUREAU SHOP,HIGHWAY	MUNICIPAL	GOVERNMENT RES	111	W CHESAPEAKE AVENUE	TOWSON	MD	21204-4615
CATONSVILLE,CENTER	MUNICIPAL	GOVERNMENT RES	901	S ROLLING ROAD	CATONSVILLE	MD	21228-5301
CENTER,COCKEYSV	MUNICIPAL	GOVERNMENT RES	9836	GREENSIDE DRIVE	COCKEYSVILLE	MD	21030-5006
CENTER,PAL	MUNICIPAL	GOVERNMENT RES	2301	ALMA ROAD	HALETHORPE	MD	21227-1837
COMM CENTER,FLEMING	MUNICIPAL	GOVERNMENT RES	641	MAIN STREET	DUNDALK	MD	21222-6248
COMM CENTER,WOODLAWN	MUNICIPAL	GOVERNMENT RES	2120	GWYNN OAK AVENUE	GWYNN OAK	MD	21207-6003
COMMUNITY CENTER,INVERNESS	MUNICIPAL	GOVERNMENT RES	8301	LYNCH ROAD	DUNDALK	MD	21222-3340
COUNCIL,COUNTY	MUNICIPAL	GOVERNMENT RES	7839	EASTPOINT MALL	HIGHLANDTOWN	MD	21224-2116
COUNTIES #3,BALTIMOR	MUNICIPAL	GOVERNMENT RES	8	CLARKS LANE	REISTERSTOWN	MD	21136-5810
COUNTY GOV,BALT	MUNICIPAL	GOVERNMENT RES	400	WASHINGTON AVENUE	TOWSON	MD	21204-4606
COUNTY GOV,BALTIMOR	MUNICIPAL	GOVERNMENT RES	501	N ROLLING ROAD	CATONSVILLE	MD	21228-4139
COUNTY GOV,BALTIMOR	MUNICIPAL	GOVERNMENT RES	3525	RESOURCE DRIVE	RANDALLSTOWN	MD	21133-4733
COUNTY GOV,BALTIMOR	MUNICIPAL	GOVERNMENT RES	900	WALKER AVENUE	CATONSVILLE	MD	21228-5341
COUNTY GOV,BALTIMOR	MUNICIPAL	GOVERNMENT RES	1811	WOODLAWN DRIVE	GWYNN OAK	MD	21207-4043
COUNTY GOV,BALTIMOR	MUNICIPAL	GOVERNMENT RES	12035	REISTERSTOWN ROAD	REISTERSTOWN	MD	21136-3042
COUNTY GOV,BALTIMOR	MUNICIPAL	GOVERNMENT RES	7400	JOHNNYCAKE ROAD	CATONSVILLE	MD	21228-1034
COUNTY GOV,BALTIMOR	MUNICIPAL	GOVERNMENT RES	1301	REISTERSTOWN ROAD	PIKESVILLE	MD	21208-3831
COUNTY GOV,BALTIMOR	MUNICIPAL	GOVERNMENT RES	424	THIROAD AVENUE	HALETHORPE	MD	21227-3206
COUNTY GOV,BALTIMOR	MUNICIPAL	GOVERNMENT RES	7401	HOLABIROAD AVENUE	DUNDALK	MD	21222-1827
COUNTY GOV,BALTIMOR	MUNICIPAL	GOVERNMENT RES	4314	FULLERTON AVENUE	NOTTINGHAM	MD	21236-4613
COUNTY GOV,BALTIMOR	MUNICIPAL	GOVERNMENT RES	9210	SEVEN COURTS DRIVE	NOTTINGHAM	MD	21236-4717
COUNTY GOV,BALTIMOR	MUNICIPAL	GOVERNMENT RES	1208	NEIGHBORS AVENUE	ROSEDALE	MD	21237-2881
COUNTY GOV,BALTIMOR	MUNICIPAL	GOVERNMENT RES	8914	KELSO DRIVE	ESSEX	MD	21221-3121
COUNTY GOV,BALTIMOR	MUNICIPAL	GOVERNMENT RES	4401	FITCH AVENUE	BALTIMORE	MD	21236-3908
COUNTY GOV,BALTIMOR	MUNICIPAL	GOVERNMENT RES	13800	MANOR ROAD	BALDWIN	MD	21013-9605
COUNTY GOV,BALTIMOR	MUNICIPAL	GOVERNMENT RES	8601	HARFORD ROAD	PARKVILLE	MD	21234-4611
COUNTY GOV,BALTIMOR	MUNICIPAL	GOVERNMENT RES	2325	PUTTY HILL AVENUE	PARKVILLE	MD	21234-3914
COUNTY GOV,BALTIMOR	MUNICIPAL	GOVERNMENT RES	611	CENTRAL AVENUE	TOWSON	MD	21204-4218
COUNTY GOV,BALTIMOR	MUNICIPAL	GOVERNMENT RES	600	DORSEY AVENUE	ESSEX	MD	21221-4927
COUNTY GOV,BALTIMOR	MUNICIPAL	GOVERNMENT RES	332	RIVERSIDE DRIVE	ESSEX	MD	21221-6828
COUNTY GOV,BALTIMOR	MUNICIPAL	GOVERNMENT RES	6814	GOLDEN RING ROAD	ROSEDALE	MD	21237-2105
COUNTY GOV,BALTIMOR	MUNICIPAL	GOVERNMENT RES	805	BACK RIVER NECK ROAD	ESSEX	MD	21221-1921
COUNTY GOV,BALTIMOR	MUNICIPAL	GOVERNMENT RES	6636	LOCH RAVEN BLVD	NORTHWOOD	MD	21239-1424
COUNTY GOV,BALTIMOR	MUNICIPAL	GOVERNMENT RES	3101	PAPER MILL ROAD	PHOENIX	MD	21131-1431
COUNTY GOV,BALTIMOR	MUNICIPAL	GOVERNMENT RES	10535	YORK ROAD	COCKEYSVILLE	MD	21030-2364
COUNTY GOVERN,BALTIMOR	MUNICIPAL	GOVERNMENT RES	9831	VAN BUREN LANE	COCKEYSVILLE	MD	21030-5022
COUNTY OIT,BALT	MUNICIPAL	GOVERNMENT RES	400	WASHINGTON AVENUE	TOWSON	MD	21204-4606
COURT FAMILY,CIRCUIT	MUNICIPAL	GOVERNMENT RES	9811	VAN BUREN LANE	COCKEYSVILLE	MD	21030-5022
DEPT PUBLIC,BALT CO	MUNICIPAL	GOVERNMENT RES	12200	LONG GREEN PIKE	GLEN ARM	MD	21057-9704
DUNDALK WIC,BALTO CO	MUNICIPAL	GOVERNMENT RES	7700	DUNMANWAY	DUNDALK	MD	21222-5436
EFRC,BALTO COUNTY GOV	MUNICIPAL	GOVERNMENT RES	9150	FRANKLIN SQUARE DRIVE	ROSEDALE	MD	21237-3903
EOC,BALT CO	MUNICIPAL	GOVERNMENT RES	700	E JOPPA ROAD	TOWSON	MD	21286-5505
GOLF COURSE,GREYSTON	MUNICIPAL	GOVERNMENT RES	2115	WHITE HALL ROAD	WHITE HALL	MD	21161-9713
GOV,BALTIMORE CO	MUNICIPAL	GOVERNMENT RES	111	W CHESAPEAKE AVENUE	TOWSON	MD	21204-4602
HARFORD HILLS,HARFORD	MUNICIPAL	GOVERNMENT RES	8902	OLD HARFORD ROAD	PARKVILLE	MD	21234-2646
HEALTH,BALT CO	MUNICIPAL	GOVERNMENT RES	6401	YORK ROAD	GOVANS	MD	21212-2130

Customer Name	Courtesy End	VIP Description	Street Num	Street	City	State	Zip Code
HGWY BLDG,STATE	MUNICIPAL	GOVERNMENT RES	306	MOUNT CARMEL ROAD	PARKTON	MD	21120-9727
HIGHWAY # 1,BALT CO	MUNICIPAL	GOVERNMENT RES	1947	BRADY AVENUE	HALETHORPE	MD	21227-4109
HOME&HOSPITAL,HOME&HOS	MUNICIPAL	GOVERNMENT RES	6229	FALLS ROAD	MT WASHINGTON	MD	21209-2120
HWY SHOP #42,BALTIMO	MUNICIPAL	GOVERNMENT RES	20046	MIDDLETOWN ROAD	FREELAND	MD	21053-9427
HWY SHOP #43,BALTO CO	MUNICIPAL	GOVERNMENT RES	19128	GRAYSTONE ROAD	WHITE HALL	MD	21161-9127
HWY SHOP DIS2,BALTO	MUNICIPAL	GOVERNMENT RES	7222	WINDSOR MILL ROAD	WINDSOR MILL	MD	21244-2836
INST OF BMORE,TORAH	MUNICIPAL	GOVERNMENT RES	35	ROSEWOOD LANE	OWINGS MILLS	MD	21117-3704
INTEL,BALTO CO	MUNICIPAL	GOVERNMENT RES	700	E JOPPA ROAD	TOWSON	MD	21286-5505
NEW VEHICLE A,AND MAIN	MUNICIPAL	GOVERNMENT RES	9428	LIBERTY ROAD	RANDALLSTOWN	MD	21133-2702
OF HWY MAINT,BUREAU	MUNICIPAL	GOVERNMENT RES	12220	LONG GREEN PIKE	GLEN ARM	MD	21057-9704
PARK STUDENT,PULASKI	MUNICIPAL	GOVERNMENT RES	9610	PULASKI HWY	MIDDLE RIVER	MD	21220-1406
PARKS & REC,BALT CO	MUNICIPAL	GOVERNMENT RES	13401	BEAVER DAM ROAD	COCKEYSVILLE	MD	21030-1530
PARKS & REC,BALTO CO	MUNICIPAL	GOVERNMENT RES	801	BACK RIVER NECK ROAD	ESSEX	MD	21221-1921
PT JR/SR,SPARROWS	MUNICIPAL	GOVERNMENT RES	7400	NORTH POINT ROAD	SPARROWS POINT	MD	21219-1364
REGL COM CNT,EASTERN	MUNICIPAL	GOVERNMENT RES	11723	EASTERN AVENUE	MIDDLE RIVER	MD	21220-1606
ROCK MAIN FAC,DOUBLE	MUNICIPAL	GOVERNMENT RES	7704	BELAIR ROAD	BALTIMORE	MD	21236-4004
SENIOR CENTER,EDGEEMERE	MUNICIPAL	GOVERNMENT RES	6600	NORTH POINT ROAD	SPARROWS POINT	MD	21219-1020
SENIOR CENTER,JCKSNVLE	MUNICIPAL	GOVERNMENT RES	3605	SWEET AIR ROAD	PHOENIX	MD	21131-1857
SENIOR,DULANEY	MUNICIPAL	GOVERNMENT RES	255	E PADONIA ROAD	LUTHERVILLE TIMONIUM	MD	21093-1242
SHOP #8,HIGHWAY	MUNICIPAL	GOVERNMENT RES	14	EMALA AVENUE	MIDDLE RIVER	MD	21220-2808
SHOP 7-1,HIGHWAY	MUNICIPAL	GOVERNMENT RES	7801	PERRY ROAD	BALTIMORE	MD	21236-3922
SPRING PAL,SHADY	MUNICIPAL	GOVERNMENT RES	8876	GOLDENWOOD ROAD	ROSEDALE	MD	21237-2221
SR CENTER,EDGEEMERE	MUNICIPAL	GOVERNMENT RES	3003	SPARROWS POINT ROAD	SPARROWS POINT	MD	21219-1328
TRANSITION,YOUTH &	MUNICIPAL	GOVERNMENT RES	7205	RUTHERFORD ROAD	WINDSOR MILL	MD	21244-2711
UTILITIES,BALTO CO	MUNICIPAL	GOVERNMENT RES	4423	BUCKS SCHOOL HOUSE ROA	ROSEDALE	MD	21237-3310
UTILITY ADMIN,BALTO	MUNICIPAL	GOVERNMENT RES	4421	BUCKS SCHOOL HOUSE ROA	ROSEDALE	MD	21237-3310
VILLA,VICTORY	MUNICIPAL	GOVERNMENT RES	404	COMPASS ROAD	MIDDLE RIVER	MD	21220-3510
VILLA,VICTORY	MUNICIPAL	GOVERNMENT RES	403	COMPASS ROAD	MIDDLE RIVER	MD	21220-3509
WOODLAWN HEALTH,BALT CO	MUNICIPAL	GOVERNMENT RES	6901	SECURITY BLVD	WINDSOR MILL	MD	21244-2422
ACADEMY,BCO POL	POLICE	GOVERNMENT RES	7200	SOLLERS POINT ROAD	DUNDALK	MD	21222-4649
ADMIN OFFICES,POLICE	POLICE	GOVERNMENT RES	700	E JOPPA ROAD	TOWSON	MD	21286-0000
ADMIN OFFICES,POLICE	POLICE	GOVERNMENT RES	700	E JOPPA ROAD	TOWSON	MD	21286-5505
ADMIN OFFICES,POLICE	POLICE	GOVERNMENT RES	700	E JOPPA ROAD	TOWSON	MD	21286-5505
CO PISTOL RG,BALTIMOR	POLICE	GOVERNMENT RES	2001	DULANEY VALLEY ROAD	LUTHERVILLE TIMONIUM	MD	21093-4404
CO POLICE,BALTO	POLICE	GOVERNMENT RES	7222	WINDSOR MILL ROAD	WINDSOR MILL	MD	21244-2836
COUNTY POLICE,BALTO	POLICE	GOVERNMENT RES	401	BOSLEY AVENUE	TOWSON	MD	21204-4420
COUNTY GOVERNMENT,BALTIMOR	POLICE	GOVERNMENT RES	215	MILFORD MILL ROAD	PIKESVILLE	MD	21208-5918
FACILITY,K9 TACTICAL	POLICE	GOVERNMENT RES	1747	MERRITT BLVD	DUNDALK	MD	21222-3223
GARAGE,POLICE	POLICE	GOVERNMENT RES	511	MACE AVENUE	ESSEX	MD	21221-6607
HALL STAT,PERRY	POLICE	GOVERNMENT RES	8220	PERRY HALL BLVD	NOTTINGHAM	MD	21236-4904
PARKVILLE POL,PARKVILL	POLICE	GOVERNMENT RES	8532	OLD HARFORD ROAD	PARKVILLE	MD	21234-3920
POLICE DEPT,AREA 2	POLICE	GOVERNMENT RES	700	E JOPPA ROAD	TOWSON	MD	21286-5505
POLICE DEPT,BALTO	POLICE	GOVERNMENT RES	901	WALKER AVENUE	CATONSVILLE	MD	21228-5327
POLICE DEPT,COCKEYSVILLE	POLICE	GOVERNMENT RES	111	WIGHT AVENUE	COCKEYSVILLE	MD	21030-2016
POLICE DEPT,N MARLY	POLICE	GOVERNMENT RES	216	N MARLYN AVENUE	ESSEX	MD	21221-3433
POLICE DEPT,WOODLAWN	POLICE	GOVERNMENT RES	6424	WINDSOR MILL ROAD	GWYNN OAK	MD	21207-6005
POLICE HANGER,BALT CT	POLICE	GOVERNMENT RES	801	WILSON POINT ROAD	MIDDLE RIVER	MD	21220-5030
POLICE STATION,DUNDALK	POLICE	GOVERNMENT RES	428	WESTHAM WAY	HIGHLANDTOWN	MD	21224-1933
POLICE TV,MD STATE	POLICE	GOVERNMENT RES	1201	REISTERSTOWN ROAD	PIKESVILLE	MD	21208-3802
POLICE,BALT CO	POLICE	GOVERNMENT RES	700	E JOPPA ROAD	TOWSON	MD	21286-5505
PRECINCT #3,PRECINCT	POLICE	GOVERNMENT RES	606	NICODEMUS ROAD	REISTERSTOWN	MD	21136-6049
PRECINCT #6,POLICE	POLICE	GOVERNMENT RES	115	W SUSQUEHANNA AVENUE	TOWSON	MD	21204-4705
STATION 11,POLICE	POLICE	GOVERNMENT RES	99	STEMMERS RUN ROAD	ESSEX	MD	21221-3636